

Pacific Bell OSS Test Final Report Questions – Version 2.3

Ref #	Company	Topic	Subject Area	Rpt. Ref	CLEC Question	Question Response	Supp ID	Company	Supp Question	Supp Question Response
3	WCOM **	Performance	Perf. Measures	3.3	What Pacific data was missing that made comparative analysis impossible? What attempts were made to obtain it?	AS DESCRIBED IN §4.3.3.2, SOME PACIFIC RETAIL NUMERATOR AND DENOMINATOR INFORMATION NECESSARY TO COMPUTE Z STATISTICS WAS MISSING FROM THE ROSE REPORTS. THIS INFORMATION WAS REQUESTED ON THE DAILY CONFERENCE CALLS HELD THROUGH NOV. UNTIL DEC. 1. (1/24/01)	43	AT&T **M	Is it possible to get a table just detailing the missing data for each measure as opposed to having to go through the report page by page to look at each measure, how many observations were missing for whatever reason.	OBSERVATIONS ARE NOT MISSING, BUT RATHER DATA ELEMENTS ARE MISSING. PLEASE SEE THE TRANSCRIPT FROM THE 1/30 WORKSHOP. (2/9/01)
							116	AT&T	Wanted some elaboration on "some." Is that a lot? A little?	We did make a comment that with some of the data that we identified as missing, it would be possible to compute the necessary end pieces of information so that the statistical calculations could be done, but I think we tried to be very conservative, because that would -- would, in some sense, involve some kind of inference, an inference that might be appropriate, but in point of fact, it is something that's sort of left to a decision perhaps by the Commission if they want to -- to do that.
							117	WCOM	What are the numerator and denominator values used for? What are they, and what are they used for? So are the constituents of the numerator and denominator values the actual activity counts for Pac Bell retail activity?	These were numbers for each of the measures that are used to compute an average. And so when you compute an average, you count values over some population that you're looking at. And the denominator is the number of people in that population. The labels in the database were

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										retail numerator and retail denominator. And I would assume that -- that therefore the answer to that question is yes, because it's measuring that characteristic for a particular data point.
							118	WCOM	<p>In the test report it says, "The TAM noticed that the June Rose report was missing several numerator and denominator values for the Pacific retail results. Moreover, they were not available on SBC's CLEC Web site. Pacific provided the data requested by the TAM. However, data-sufficiency problems remain." Can you please explain what the last sentence "data-sufficiency problems remain" -- means?</p> <p>And how do you recover the necessary information?</p>	<p>We suggested that we might be able to cover some of them in some of those cases. So the reference to data sufficiency is essentially sufficient data to make that computation.</p> <p>You can't always recover it if there is not enough information there. There is a formula in the report that suggests that in some cases you could use that to recover it, but I think I said we were hesitant to do that.</p>
4	WCOM	Performance	Perf. Measures	3.3	What are the "several outstanding queries" that were sent to Pacific for which the TAM still awaits responses?	See the Clarification letter dated 1/4/01, which clarifies this statement.	198	WCOM	As of the 12/15 date there apparently were several outstanding queries. Can you explain what they were?	No. I had, let's say a good enough understanding of the database to be able to go ahead and do what was requested of me. I can't think offhand of any other questions that I had about the database.
							199	WCOM	Can you explain the following statement in the 1/2/01 letter; "In several instances the data provided was incomplete and/or inaccurate."	I think this has been previously covered where it was commented that there was one Nevada Bell report that had accidentally been provided. And at the time it seemed to me those daily conference calls was an effective way to resolve these issues as quickly as possible. And I believe

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										for those who were on the calls, all of you, it worked very well.
							200	WCOM	What is the depth of the issue of the concern that Cap Gemini identified in 4.3.4 in the data validation, data reconciliation?	The letter was in response to Workshop 1. When we reviewed how we had stated our findings in the report, we agreed, and we felt that there was a need for the clarification letter. We offered that to the Commission to be posted or distributed as they saw fit. They chose to post it with the report on their Website. We had also incorporated it as footnotes at appropriate places in the executive summary as well as the Section 4. And the reason for that letter was to explain -- not totally explain our approach -- that was done in the report -- but to explain why we felt that we were completed in what we explained there.
							201	WCOM	What would be the business methodology or statistical methodology, if you could put it in a nutshell, that was used by Cap Gemini to ensure that all of the TG tracking data, some of which we saw last night, accurately mapped into the Pacific Bell performance measures Rose report? Or what assurance did you employ to be sure that the data in the TG tracking made it into the Pacific Bell Rose reports? Was there a one-for-one reconciliation?	We compared test generator tracking as far as completed orders against the data reported on the Rose report. We took the information that we had on the orders that we processed from the tracking database and attempted to determine into which measurements those would fall and to determine if we had the data captured on the test generator side, that we could match it to an appearance or a nonappearance on the Rose report. We felt handicapped in that because the Rose report, as I stated, was after the M&P was

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										<p>applied, so basically there was activity going on before we got it that we could not match up one for one.</p> <p>Yes, it was. However, we could not validate personally. We had to ask Pacific to let us know if those PONs were excluded for business rules. And they told us the reasons why they were excluded.</p>
							202	WCOM	Did you get any input from Mr. Ireland in drafting that letter?	No.
5	WCOM **	Performance	Statistics	3.4	Is there a reason why Pacific provided service at higher levels to the pseudo CLEC than to the production CLECs?	THE TAM REPORTED RESULTS OF THE STATISTICAL ANALYSIS OF PACIFIC PERFORMANCE DATA. THE REASON BEHIND DIFFERENT SERVICE LEVELS IS BEYOND THE SCOPE OF THIS TEST. (1/24/01)	196	AT&T	I just wanted to make sure that means that you didn't do any analysis on the subject as opposed to you did or didn't report it.	I have a view that a statistician should provide a data in a way that other people can look at it and come to their conclusions on the basis of what they see. Now, there are many cases where things are preordained by policy as to what you provide, and that certainly, in some sense, is constraining, but it's not something that I would object to. So in this case, I would not even really think about a reason. A statistical test is somewhat of a blunt tool in the sense that the most it can do for you is to suggest that maybe you should want to look further.
							197	AT&T	<p>Did you investigate whether there were statistical reasons that may have produced the disparity in treatment that the results showed for pseudo CLECs and CLECs?</p> <p>I think he's asking if you investigated the underlying data</p>	<p>There is a statistical calculation that you do and you set that out. That's about as far as a statistician can go. Now, that doesn't mean that scientists would not use statistical procedures to lead them to look in more detail at something.</p>

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									to see if there were particular sub populations that were treated differently, or something like that.	
6	WCOM	Processes	Administration	4.7.1	Please explain why there was not sufficient statistical data to evaluate performance according to measures 5,6,15,16,19 and 22.	There was no control to insure an adequate number of orders would qualify for these measures to support an evaluation with a high degree of confidence. In addition, the fact that friendlies were passive customers and had no use of the line installed precluded them from identifying any trouble, which would qualify under PM16, 19 and 22.	63	XO	This should be updated when the similar question in Performance is addressed.	FOR PM 5 & 12, ORDERS WOULD NEED TO BE ISSUED IN EACH PACIFIC CENTRAL OFFICE TO DETERMINE A TRUE OCCURRENCE RATE FOR JEOPARDIES DUE TO FACILITIES. FOR PM 16,19 & 22 TEST CASES WOULD NEED TO INVOLVE ACTIVE END USERS ON ALL LINES WHO REPLICATED REAL WORLD USAGE AND ORDERS WOULD NEED TO BE ISSUED IN EACH PACIFIC CENTRAL OFFICE. (2/12/01)
7	WCOM	Recommendations	Recommendations	Table 3.10-1	Recommendations in General -- Did the TAM confer with production CLECs to learn whether CLECs could benefit from these recommendations?	Recommendations have been made based solely on TAM observations and TG experience operating as new CLECs in the PB service area of CA.	16	WCOM	How did the TAM or Test Generator determine whether a problem would impact the CLEC or not based on their role as a pseudo CLEC? Was it based on experience as a CLEC in other areas, was it based on an understanding of what a requirement might be, or was it simply based on the Master Test Plan and the work did you? And the TAM?	The findings that we came across -- our conclusions, or observations -- were based on our experience, specifically in such areas as building EDI application and building other applications that went to back-end systems, and in our experience in working in the telephone industry. Our recommendations that we have were based on the test effort that was conducted by the TAM through this time frame.
8	WCOM	Recommendations	Recommendations	Table 3.10-1	Recommendations in General -- Did the TAM confer with production CLECs to prioritize the recommendations?	No, recommendations were prioritized by a consensus of the Tam and TG resources engaged in the activities.	17	WCOM **	This will be clarified when you provide the actual rationale that you used to determine how these recommendations should be prioritized.	THE CATEGORIES ARE DESCRIBED IN SECTION 3.10. THE TAM RECOMMENDATIONS WERE BASED ON THE COLLECTIVE PROFESSIONAL OPINIONS AND OBSERVATIONS OF THE TAM

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9	WCOM	Recommendations	Recommendations	Table 3.10-1	For each recommendation -- What experiences led to each recommendation?	Experiences leading to each recommendation in this section are those described in each respective section within the OSS Test Process (4) section of the report.	18	WCOM **M	To be included the response should be where in the Test Generator report that also references the experiences, which led to their recommendations. Also, one of the recommendations in the TAM's final report, training programs provided by Pacific are advertised as train-the-trainer programs I could not find the reference to.	AND TG. (2/9/01) SEE TGRECOMMENDXREF.XLS SPREADSHEET. THIS IS NOTED IN SECTION 4.6 OF THE FINAL REPORT AND IN PARTICULAR IS DISCUSSED IN SECTION 4.6.4.2.3. (2/12/01)
10	WCOM	Recommendations	Recommendations	Table 3.10-1	Recommendation # 10 on Performance measurement -- What are the data discrepancies?	Discussed in the clarification letter and footnote added to the final report.				
11	WCOM	Recommendations	Recommendations	Table 3.10-1	Why didn't the TAM conduct a review of the new 13-state CM process?	Due to the original timeframe for testing, it was not assumed this test effort would be in process during an actual release. When the timeframe was expanded, the TAM asked the CPUC staff if additional CM analysis should be performed. We were instructed not to perform additional analysis, but to document that the 13-state process was in place but not analyzed.	19	AT&T	Was the 10/99 the only release analyzed by the change management team?	Yes, with regard to the Change Management review, the review of the 10/99 release was an additional scope to the original contract
12	WCOM	Recommendations	Recommendations	Table 3.10-1	Recommendation # 32 on Performance Measurement -- Was the TAM able to review any of Pacific's processes and M&Ps on the production of the performance measurements? If so, to which ones does this recommendation apply?	No, we relied on the PWC audit of the M&Ps on the production of the performance measurements. This recommendation refers to the discrepancy in the second paragraph of section 4.3.3.2 concerning rose report data issues.				
13	WCOM	Recommendations	Recommendations	Table 3.10-1	Recommendation # 37 on Provisioning -- Was the TAM able to review the installation ("I")	No. This recommendation is based on the observations noted in Obs. J in section 4.1.1.2.7.	20	WCOM **M	Could you explain this observation one more time, that orders were placed and the	THERE WERE 69 TEST CASES FOR DIRECTORY OR FEATURE CHANGES ON ESTABLISHED

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					reports that got captured in the performance measurement 16 to see if they might have served a similar purpose? What problem did the TAM experience that led to this recommendation?				<p>features were not provisioned correctly; is that what this speaks to? Or were somehow the features taken off later? Would like to understand the specific number of accounts this happened to; what you mean by this problem was ongoing throughout the testing period; what investigation you performed to determine why and how it happened; what corrections were made to those accounts; how they were made; and how this recommendation will ensure that this does not continue to happen to customers.</p> <p>We would appreciate perhaps a comparison by the Test Generator between the cases Mr. Gould described and these cases described in J here. We want to know if this is the same set of cases, which he previously said they had checked the SOC into LSR.</p>	<p>PSEUDO CLEC ACCOUNTS, WHICH REJECTED BECAUSE THE ACCOUNT DID NOT MATCH THE CHANGE REQUESTED. A POST SOC VERIFICATION PROCESS WILL ENSURE PROVISIONING BEFORE BEING DETECTED BY THE CUSTOMER. THE LSRS WERE CORRECTED, SUPPED AND SUBMITTED.</p> <p>THE TG HAS ADDRESSED CHANGE ORDER PROBLEMS ON LOOP WITH ORDERS ELSEWHERE IN THIS DOCUMENT> RESEARCH INDICATED 11 ORDERS EXPERIENCED THIS PROBLEM, SOME OF WHICH WERE SUPPD AND SUBSEQUENTLY COMPLETED, OTHERS OF WHICH WERE CANCELLED (2/12/01)</p>
14	WCOM	Recommendations	Recommendations	Table 3.10-1	Recommendation # 43 on Performance Measurement -- Is the TAM aware of the record in R.97-10-016? Does the TAM intend for its recommendation to supercede the Commission's implementation of benchmarks and other measurements that have been developed in another CPUC proceeding?	No, we were only concerned with this proceeding. No, we do not intend any recommendation to supercede Commission implementations. As documented in section 4.4.3.5.1, this Category 3 recommendation was submitted based on our statistical experience. As a third party consultant, we believe it important to document any potential improvements we discover. Based on other proceedings, the				

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						commission can determine to accept the recommendation as satisfied.				
15	WCOM	Functionality	POP	4.1.1.2.7	Letter K -- For which orders, for which months did this occur?	Letter K refers to delayed SOC's identified when change orders were issued on Loop with ports to change features. There were 9 of these orders, of which all occurred in the month of February.	141	WCOM	In Observation K you said on many service orders issued through LEX a SOC was posted several weeks late. And so WorldCom asked for how many orders or which orders. And your response was nine of these orders. I'm just trying to reconcile the statement that says "many service orders," and then finding out that it seems you say there were just nine. So were there just nine or were there many?	After we went back and looked at the LEX responses, we found out there were nine late SOC's. Observation K is taken from our daily observation logs of activities. In the context of that day's observation, it was reported by the team member as being many. When we went back and looked at the entire number out of all the test orders, it was nine. I don't feel that nine is many in the overall context of the test. I would not change the statement of "many" in the daily log entry, because that is what was observed on that particular day, given the interface system we were using, given the number of orders that were being submitted that particular day, and the success of those being completed.
							142	WCOM	In Observation K it says the issuing of supplemental and/or change orders as part of the tests were delayed. And a response to Question 15 -- again, this just addresses change orders. So I'm wondering, again: Was supplemental no longer a problem, even though it was identified in the -- in the observations? These many or these nine, were these just supplementals, just changes or a combo of both? What was the	The statements as supplementals and/or change orders, meaning whichever applied. In some cases, the test generator may have already had an order in progress, and said, "I can't issue this PON number," in which case they could supplement the initial order. In some cases, it was a new change order to change features that occurred. So it would depend which was required at the time. It could have been a

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									problem that caused the SOCs to be late? I'm trying to understand how you can in one sense not be tasked with root cause analysis but in another sense make a recommendation for an entire new process.	combo of both - in LEX, because the SOC was not received, we could not hand off to the test generator the next activity that we wanted to run into that particular account. We were not instructed to follow up on root cause, we were instructed to document our observations. I don't believe that a recommendation for additional functionality needs to be supported by a full understanding of what might have caused that.
							335	AT&T **	I was wondering as a follow-up if Cap Gemini could perhaps print out from the raw data the nine SOCs to which it refers in the response to Question 15 or in another way point me to those nine SOCs in the raw data because, as I've expressed, in my search of the raw data I was unable to find them.	THESE SOCS CAN BE FOUND BY COMPARING THE DUE DATE ON THE TAM TEST TRACKING DATABASE TO THE SOC DATE ON THE TG ACTIVITY LOG (2/12/01)
16	WCOM	Capacity	Volume Stress	4.2.1. 5.2	What was the problem Pacific was having in loading the due dates for a particular EXCO? How prevalent was this problem? Has this problem been permanently fixed?	This problem was a procedural issue more than a systems error. The system performed correctly. Pacific personnel attempt to load the due dates for the system prior to 7:00am however they also load due dates for the EXCO throughout the day. Orders that are requesting a due date from a EXCO in the system that is not loaded with the due dates will receive these errors that no due date is available. A recommendation was made by the TAM in the Final Report for Pacific to attempt to improve their procedures to correct this	26	WCOM	Why was Pacific having a problem loading the due dates for a particular EXCO? Could you tell us what fix you believe was made? Is this a Category 1, 2 or 3 recommendation?	We identified the problem and we actually put in a recommendation saying that we feel this problem should be corrected. We have not been able to validate if it was in fact permanently fixed. And that's why we have a recommendation outstanding. I don't believe we know of any fix that was made.

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17	WCOM	Capacity	Volume Stress	4.2.1.5.2	What are the 21 additional queries that could not be reconciled?	problem. For Pacific's systems: Address Verification -1, CSR +10, Due Date Queries -3 Fax Dispatch +4, PIC/LPIC +10, Telephone Reservation -1,	27	WCOM **H	<p>When I add up the numbers in the response that you provided -- excuse me -- I either get a positive 19 or an absolute number of 29. I'm not sure which I should take it as. I believe the absolute number is 29, if I'm not mistaken. But how do we get to 21?</p> <p>Could you also explain what a -1 is, how you would get a -1 response?</p>	<p>AFTER THE RECONCILIATION PACIFIC'S COUNTS FOR THE PRE-ORDERS WERE: ADDRESS VERIFICATION – 1 UNDER THE TG COUNT; CSR + 10 OVER THE TG COUNT; DUE DATE - 3 UNDER THE TG COUNT; FAC DISPATCH + 4 OVER THE TG COUNT; PIC/LPIC + 10 OVER THE TG COUNT; TN RESERVATION – 1 UNDER THE TG COUNT; AND SERVICE AVAILABILITY + 2 OVER THE TG COUNT. THE DIFFERENCE IN THE PRE-ORDER COUNTS BETWEEN PACIFIC AND THE TG INDICATED THAT PACIFIC WAS 21 OVER THE TG COUNT FOR THESE QUERIES. ADDING THESE UP ALGEBRAICALLY AND YOU RECEIVE +21.</p> <p>A MINUS 1 INDICATED ONE LESS OR UNDER THE TG COUNT. (2/12/01)</p>
18	WCOM	Capacity	Volume Stress	4.2.1.5.2.2	For the flow-through orders submitted by the TG, why did some require manual intervention to flow through?	Some of the flow through orders that the TG sent had errors on them that forced them to be processed as exceptions. There were some others that Pacific's system tagged as exceptions, which should not have been. These were addressed in the TAM Final report under section 4.2.1.6.2 item 1 Systems Exceptions for Flow Through Orders. The TAM also	28	WCOM	<p>Could you help me understand how to put those disparate responses together?</p> <p>Could you tell me how you determined what flowed through in the capacity test and what did not?</p> <p>You have no way of knowing other than the timing that they were flowed through at all; is that</p>	<p>The responses that you were talking about previously about the conversations we've had about flowthrough dealt with functionality testing. This comment is about capacity testing.</p> <p>For the capacity test, we developed a set of templates for orders, and we would send these templates through as regular</p>

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						recommended in their list of recommendations that Pacific systems personnel correct the problem.			correct? And this applies both to EDI and LEX? So that as a CLEC, I can assume that every time I get a response in 20 minutes or less, there was not manual handling? It was a flowthrough order.	orders, and we monitored the time. And when we saw orders that FOC'd -- I don't know -- in about 20 minutes, we considered those flowthrough orders. That is correct. That's correct. I cannot answer that.
							29	WCOM **L	Could you tell us the -- was UNE loop with port sent via EDI in this test? And if you get a chance could you check your data and let us know what percentage and how many, the absolute number? Could you define for us what order types you spent, what specific test cases that were expected to flow through and based on your 20-minute measure did not? Did you analyze those to find out where the errors were and why they did not flow through?	YES. 1,324 EDI UNE LOOP WITH PORT WERE SENT. 18% OF LSRS. SENT - UNE LOOP WITH PORT, STAND ALONE LNP, UNE BASIC LOOP WITH NP (LNPL), UNE BASIC LOOP WITHOUT NP, XDSDL, DS1 LOOP, RESALE. 198 DID NOT FLOW THROUGH OF WHICH 188 WERE EXCEPTIONS AND 10 WERE SENT BY THE TG TO PACIFIC'S TEST SYSTEM. YES. (2/9/01)
							30	WCOM **H	What number of PONs of the presumably 20,000 suffered the corrupted or missing data as it flows through CESAR? We would like to know how the TAM proposes to go forward with the facts on page 149, given the master test plan's requirement of military-type testing, which I think	OF THE 11,643 CAPACITY TEST ORDERS SENT, 375 PONS RECEIVED SYSTEM EXCEPTIONS. AFTER THE CAPACITY TEST, ANOMALIES WERE DISCUSSED WITH THE CPUC STAFF. IT WAS DETERMINED THAT THE SYSTEM

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									was in Appendix B of the MTP. Would the TAM, as they confer on this, provide us with your definition of military-style testing as you utilized it in this test? Since apparently 20,000 seems to be some sort of break-point volume, did you retest at 20,000? Did you look to see whether these exceptions started happening at 20,000 or happened at 10,000? Did you analyze what CLECs in production would be sending on a daily basis to find out whether 20,000 is what might be hitting the systems?	EXCEPTIONS WOULD BE NOTED IN THE FINAL REPORT AS RECOMMENDATIONS, BUT THE TEST WOULD NOT NEED TO BE RE-RUN. MTP APPENDIX C DEFINES MILITARY STYLE TESTING AS UTILIZED IN THIS TEST. NO. THE VOLUME STRESS TEST CONSISTED OF 11,643 ORDERS. THE TEST RESULTS WERE DISCUSSED WITH THE CPUC STAFF AND NOTED IN THE TAM FINAL REPORT UNDER OBSERVATIONS IN SECTION 4.2.1.6.2 ITEM 1. NO. EXCEPTION ANALYSIS WAS DONE ON THE TEST DATA FOR THE 11,643 ORDERS. NO. SEE SECTION 4.2.1.5.2.3 OF THE FINAL REPORT FOR DETAIL. (2/12/01)
19	WCOM **	Performance	Perf. Measures	4.3.3	A)What were the difficulties the TAM encountered in reading and interpreting the data provided by Pacific? B)Did the TAM try to solicit Pacific's assistance in interpreting the data? C)What is the purpose of the TAM "validating" Pacific's reported results? D)Please describe the methodology the TAM used.	A) THE DATA WAS PROVIDED IN AN UNREADABLE FORMAT. B) YES. C) SEE EXIT CRITERIA 1 IN SECTION 7.3.7 OF THE MTP. D) USING THE ROSE DETAIL DATA, THE TAM IDENTIFIED DIFFERENCES BETWEEN THE REPORTED RESULTS AND THE TG TRACKING DATA.	44	AT&T **M	In the report at the end of Section 4.3.3.3, you say that you confirmed Pacific's Z-stat calculations. I'm just curious. Does that mean you recalculated the Z-statistics from the raw data, or did you just confirm that, given the 12 summary statistics, the Z-statistics was calculated correctly?	WE CONFIRMED THAT THE "MODIFIED Z STATISTICS" WERE CALCULATED CORRECTLY FROM THE SUMMARY DATA. (2/9/01)

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						PACIFIC CONFIRMED THAT THE TEST CASES NOT ACCOUNTED FOR IN THE PERFORMANCE RESULTS WERE EXCLUDED. (1/24/01)				
							203	AT&T	<p>When an order is excluded, what information would be given? Do you just know it's not there, or were you given a reason for exclusion on like each order or --</p> <p>It didn't give the actual rule.</p> <p>I'm wondering if the raw data that you have would have performance results for observations that were excluded.</p>	<p>That was the problem that we had. If it had been excluded by a business rule, the Rose report just did not have it.</p> <p>No.</p> <p>I had no other raw data.</p>
							204	AT&T	<p>Ellen, you mentioned that the Commission directed you to make this assumption that the Rose report was correct.</p> <p>Was that direction written anywhere?</p> <p>Was there any discussion that your interpretation of the ACR was accurate or not accurate or what the scope of the ACR really meant? Did you have any discussion with anybody about that ACR?</p> <p>The Commission staff being Telco staff?</p> <p>So their interpretation of the ACR said, "Assume the Rose report is correct and the TAM is relieved from doing any reconciliation of</p>	<p>Correct.</p> <p>We were given a copy of the ACR.</p> <p>Yes, when we received the ACR from the Commission we did have discussion with the Commission staff and asked if we were to proceed with the data as accurate, and we were told "yes."</p> <p>Yes.</p> <p>First of all, we weren't trying to perform a reconciliation of the data. We were trying to perform a validation that the test orders that were entered were captured in the Pacific data. We weren't trying to reconcile the data itself.</p>

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									test generator data to the Rose report or to Pacific-provided data"?	
20	WCOM **	Performance	Perf. Measures	4.3.3.1	A) What period of time elapsed between the TAM request to Pacific and Pacific's lack of response? B) Has Pacific responded? C) Why was this no longer considered a critical element of the analysis?	A) THE TAM REQUESTED PACIFIC'S HELP IN READING THE DATA DURING THE WEEK OF NOVEMBER 13TH. B) NO RESPONSE WAS EVER RECEIVED. C) AS DESCRIBED IN §4.3.3.1, THIS WAS NEVER CONSIDERED CRITICAL. (1/24/01)	205	AT&T	Was it not considered critical because you were told just to use summary statistics, or is it not considered critical because you had some understanding of what the raw data would look like? So it wasn't critical because you already had this established statistic that you needed to use, and you didn't need the raw data?	I didn't need the raw data for the statistic. That's correct. The Commission staff doesn't feel qualified to determine or recommend what kind of statistical test to be used for OSS testing.
21	WCOM **	Performance	Perf. Measures	4.3.3.2	A) What process existed for obtaining and using the Rose reports? B) How were the standard deviation, "PB Goal", and z statistic calculated if there were necessary fields with "n/a"?	A) THE TAM REQUESTED, AND PACIFIC PROVIDED THE ROSE REPORTS. THE STATISTICAL GROUP EXTRACTED THIS INFORMATION AND IMPORTED IT INTO A DATABASE TO PERFORM THE CALCULATIONS. B) NO STATISTIC WAS CALCULATED IF THERE WAS NOT SUFFICIENT DATA TO CALCULATE IT. (1/24/01)	45	AT&T **M	Did you rely on Pacific-provided Z-stats to do this analysis?	WE CONFIRMED THAT THE "MODIFIED Z STATISTICS" WERE CALCULATED CORRECTLY FROM THE SUMMARY DATA. (2/9/01)
							194	WCOM	When was the first time you looked at a Pacific Bell Rose report to begin this very detailed analysis that was called for in the master test plan? My question is when did you first obtain the Pacific Bell Rose report and when did you first begin this very exhaustive detailed, important analysis.	I first became involved in this project probably in about the third week of October. And that was when I first saw the Rose report data. The Rose reports were provided monthly, or somewhere like that, on some media. And so when I began to work on the problem, those were provided. I believe that when I looked through them,

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									So around October 31st?	I noticed that one of them was smaller in size. Pacific Bell provided a set of Rose reports for the period on question and that's what they did and those were the ones that we began with. Yes.
							195	AT&T	How did you match the standard deviations to the numerators and the denominators? How did you join -- because it seems like they were in a separate file? But in some cases were the data points for particular months on the standard deviation file and not on the Rose report, or vice versa?	There is a separate file that lists standard deviations by month and data point, by sub measure, and that sub measure and month is also on the Rose report. It is true that sometimes there were standard deviations that were missing from the data point that we would like to have.
22	WCOM **	Performance	Perf. Measures	4.3.3.3	A)What were the discrepancies that arose with the "early data elements"? B)Was it limited to August's Standard Deviation file?	A) THE UNABLE TO MATCH SOME OF THE Z STATISTICS IN JANUARY AND SEPTEMBER. B) THERE WAS NO PROBLEM WITH THE AUGUST STANDARD DEVIATION FILE. PACIFIC BELL ORIGINALLY INSTRUCTED THE TAM TO USE THE AUGUST STANDARD DEVIATION FILE IN CALCULATING THE Z STATISTIC FOR SEPTEMBER DATA AS THEY DID NOT YET HAVE THE SEPTEMBER FILE. HOWEVER THIS RESULTED IN THE TAM CALCULATING DIFFERENT Z STATISTICS THAN PACIFIC BELL. PACIFIC BELL LATER PROVIDED THE SEPTEMBER FILE AND THERE WAS NO FURTHER PROBLEM.	206	AT&T	Were these calculated based on summary statistics provided by Pacific or from the raw data or from some other way? When you say you checked the calculation, did you come from the raw data, or did you come from, you know, some summary statistics on number of observations and standard deviations and calculate a Z statistic? So you checked the Z statistic, not the standard deviation?	The Rose Report provides Z statistics in a lot of cases. We were told to use the August standard deviation file for September early on. And when we did that, there were discrepancies, and the reason for it was we were not using the September standard deviation file. We only had the Rose Reports, and therefore it would have standard deviation and it would have the retail numerator and denominator and the corresponding values for the CLECs and the Z statistic. Correct.

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23	WCOM **	Performance	Perf. Measures	4.3.4	A)What does "Pacific's business rules" refer to, as used in this section? B) What is the correct rule for excluding test cases from the measurement calculation? C)Was the TAM able to fully reconcile the JPSA results for April and July to the TG tracking data? D)What reason did Pacific give for its lack of detailed raw data results for Performance Measurement 1? E)Why couldn't the TAM validate Performance Measurements 2 and 3? W F)hat additional documentation for the billing measures and the database update measures is needed to constitute sufficient specificity?	(1/24/01) A) THE JPSA BUSINESS RULES. B) BEYOND SCOPE. C) THIS IS BEYOND SCOPE OF THE TEST. THE TAM WAS CHARGED TO VALIDATE THAT TEST CASE DATA WAS CAPTURED PRIOR TO APPLICATION OF THE BUSINESS RULES. D) NO REASON GIVEN. E) ALL TAM FT TEST ORDERS ISSUED BY THE TG WERE VALIDATED FOR PM 2 & 3. THE FINAL REPORT WILL BE UPDATED TO REFLECT THIS INFORMATION. F) DETAIL WOULD BE REQUIRED REGARDING PACIFIC'S METHOD OF TRANSFERRING INTERNAL BILL PROCESSING AND DATABASE UPDATE INFORMATION TO THEIR PM REPORTING DEPARTMENT. (1/25/01)	207	AT&T	Did you perform any statistical tests to ensure that missing data did not lead to any non-sampling errors in your estimates?	Let me answer it by saying that we used all the data that was there to perform the calculations. We assumed that it was correct in performing those calculations.
							208	WCOM	Can you reconcile the portions of 4.3.4, which I have just read to you with your response, which seems to indicate your belief that reviewing the correct rule for excluding test cases from the measurement calculation is beyond the scope of your test?	In 4.3.4 we talked about the efforts that we started to do in trying to do that match. Part of that match was to take the business rules as described in the measurements of the JPSA and see where those fit into the orders that we generated either by the

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									But as far as you can tell, then, Pacific applied rules that are different from the ones contained in the JPSA to come up with its list of excluded orders?	order history that you reviewed last evening or through the X-coded report which is referred to, which That report was produced to help us make use of every order that we issue. And the X-coded report reflects only those orders that would be excluded based on a due date selection. you referred to. We do not have all of those business rules nor the records that show how Pacific applies those. We know what the rules are for each measurement because we have been given a copy of the JPSA. No, I would disagree with that statement.
							209	WCOM	Please explain to me why, then, the use of the JPSA to exclude orders from your tracking log would not result in exactly the same list of exclusions from Pacific.	It would not result because we did not have all the data to determine.
							211	WCOM	And so the difference between your putting a PON on your tracking report and Pacific putting the PON on their Rose Report would have been due to some rules that Pacific applied?	Under the JPSA, is our understanding.
24	WCOM **	Performance	Perf. Measures	4.3.4.1.1	A)Has Pacific been able to reconcile the one April PON that is in discrepancy? B)What is the TAM's rule for including and excluding PONs? C)Does this rule provide consistency between the TAM's	PER CLARIFICATION LETTER DATED 1/2/01,THE TAM ASSUMES PONS NOT ACCOUNTED FOR IN PACIFIC A) PERFORMANCE DATA ARE CORRECTLY EXCLUDED BASED ON JPSA BUSINESS RULES.				

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					calculations and Pacific's reporting? D)How does the TAM's rule relate to the methodology contained in the JPSA?	B) THE TAM DID NOT INCLUDE OR EXCLUDE PONS. THE TAM ANALYZED PACIFIC'S REPORTED PERFORMANCE DATA AS PRESCRIBED BY THE CPUC. C) THERE IS NO RULE. SEE ABOVE. D) THERE IS NO RULE. SEE ABOVE. (1/28/01)				
25	WCOM **	Performance	Perf. Measures	4.3.4.1.2 through 4.3.4.1.7	Please explain the statement, "Results in the Rose Report for this measure (measure 8) match the results for the same disaggregation for measure 7."	THE SAME PONS ARE INCLUDED IN BOTH PERFORMANCE MEASURES FOR EACH DISAGGREGATION. (1/24/01)				
26	WCOM **	Performance	Perf. Measures	4.3.4.1.3	Please explain rule for exclusion of orders.	THE BUSINESS RULES FOR PERFORMANCE MEASURES WERE EXECUTED BY PACIFIC BELL AND AUDITED BY PWC. (1/24/01)				
27	WCOM **	Performance	Perf. Measures	4.3.4.1.8	What is the reason for the differences in the April and July bills?	FOR PM 34, THE BENCHMARK IS 95% OR GREATER. FOR APRIL, THE RESULT WAS 2.8% LESS THAN BENCHMARK. FOR JULY THE RESULT WAS 4.7% GREATER THAN BENCHMARK. (1/28/01)				
28	WCOM **	Performance	Perf. Measures	4.3.5	Please explain how "developing procedures to automate and verify data as it is entered into Pacific's performance reports" assist the TAM in this instant data reconciliation effort.	THIS RECOMMENDATION IS NOT RELATED TO THE TEST CASE VALIDATION PROCESS. THIS REFERS TO 4.3.3.2 & 4.3.3.3. (1/24/01)				
29	WCOM	Performance	Statistics	4.4.1	Does the TAM intend to re-run the statistical tests after reconciliation?	There are no plans to re-run the statistical analysis at this time. Any decision of this type would	51	WCOM **H	Why are there no plans to rerun the statistical analysis at this time? What has changed since	A) Actually, even on the 15th there was no plan to rerun the statistical analysis. I think that

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						need to be made by the CPUC			the 15th when this report was issued? I would just reference the TAM to their own document, Section 4 dot 4 dot 4, Observations. The last sentence of that section says: The several comparisons omitted from consideration in the Pacific data sufficiency problems underscores the need for the statistical analysis to be redone when complete data is available. (Also 3.3)	there was a misunderstanding of the content of the report, which is why we submitted the January 2nd clarification letter, to try to dismiss that misunderstanding. B)
							210	AT&T	What is your understanding about what the content of the report should be and with respect to comparing the performance of the different parts? Do you agree that the measurements, and so forth, are complete?	Basically, that comment was made because at no time did we have any plans to rerun the statistical analysis. We feel the statistical analysis in the report is complete. I think what this refers to is if we received direction from the Commission from other proceedings that they want us to recalculate any statistical information, we will do so. I tried to get all of the data out there that I possibly could. And I set out a way, if it was thought appropriate, to look at more. A database evolves over time. You hope more data comes in that is correct, but at some point, in order to answer questions, you have to come to a stop. One might argue that you need it for every month, but if the process is fairly consistent across months, then that may not be necessary.

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							329	AT&T	Your response about the need for a full data reconciliation analysis. And I believe you said that none would be necessary. But on the last day of the first set of workshops, I asked, I think, the same question. I was reading from the January 2nd letter. And I believe you said that, yes, your position is that a full data reconciliation analysis should be complete according to the process to be determined by the Commission. So I'm just trying to reconcile.	I believe that what you're referring to is a recommendation that we made in a report that we believe and it is our opinion, Cap Gemini, that a full data reconciliation would be good. What I have stated is that we feel the analysis that has been done in this report is complete. We have no plans to do anything more with it.
30	WCOM **	Performance	Statistics	4.4.3.4.1	In what manner, and for what OSS Test purpose, does the TAM believe the bounding analysis should be continued?	TABLE 4.4.3-1 WAS PUT FORTH ONLY AS A GUIDE. THE TAM MAKES NO RECOMMENDATION THAT THESE BOUNDS BE USED IN ANY FORMAL MANNER. (1/24/01)				
31	WCOM **	Performance	Statistics	4.4.3.5.1	What is the basis in the MTP for this analysis?	THERE IS NO ANALYSIS CONTAINED IN THIS SECTION. HOWEVER, THERE ARE RECOMMENDATIONS ON HOW BENCHMARK MEASURES MAY BE ANALYZED. (1/24/01)	331	WCOM	<p>I was wondering if that observation suggested that perhaps the pseudo-CLEC results was the result of some pattern of different behavior; in shorthand, one might say discrimination. Did that thought ever occur to you?</p> <p>What was the purpose of understanding the rate of meeting benchmarks?</p> <p>And the comparison, then, is between pseudo-CLEC and the aggregate of commercial CLECs reported by Pacific; is that correct?</p>	<p>I can't comment, of course, on discrimination. I mean I'm not sure how it applies. I produced this table to try to understand the rates of meeting benchmarks.</p> <p>Part of the problem was that there were no statistical measures set up for benchmarks. And so there was some effort, as shown in this table, to see a comparison similar in some sense to the statistical comparisons.</p> <p>That's right. I will rewrite a better description of how the table is constructed -- it was to provide a comparison.</p>

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									And what kind of conclusions can one draw from the comparison?	One of the conclusions was that lots of them are close to 100 percent. And the other one was that there are sometimes cases where they're below.
							332	WCOM	Mr. Ireland, isn't it true that the same raw data concerning the start and stop times and what have you is needed to perform the benchmark analysis and the statistical analysis?	The raw data could have been refined. Instead of counting how many -- how long it took for a group of trials to make the benchmark, it could have been reported as the number who made the benchmark out of the number of trials. If that had been done, then you could have done a statistical calculation.
32	WCOM **	Performance	Statistics	4.4.4	Explain the insufficient data and how insufficient data impacted the analysis.	PLEASE SEE THE TRANSCRIPT FROM THE 1/30 WORKSHOP. BECAUSE ALL NECESSARY ELEMENTS FOR THE COMPUTATION OF THE "MODIFIED Z STATISTIC" WERE NOT AVAILABLE, THE "MODIFIED Z STATISTIC" WAS NOT COMPUTED. (2/9/01)				
33	WCOM **	Performance	Statistics	4.4.4.1	How many observations were excluded because the sample size was less than 5? Explain the reason behind results for measures 1 and 18.	(A)WITH RESPECT TO TABLE 4.4.4-1, 1075 BENCHMARK ENTRIES IN THE ROSE REPORTS WERE EXCLUDED BECAUSE THE SAMPLE SIZE WAS LESS THAN 5. (B) THE TAM'S RESPONSIBILITY WAS ONLY TO CALCULATE THE MEASUREMENTS AND REPORT THE RESULTS. (2/9/01)				
34	WCOM **	Performance	Statistics	Table 4.4.4.	What does the "Percentage of Benchmarks	RESULTS FOR EACH DATA POINT IN THE TABLE	52	AT&T **H	Could you just also verify, when you're answering that question,	THIS INFORMATION WILL BE PROVIDED IN A

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				1	Made" table represent?	PROVIDED THE PERCENTAGE OF TIME THAT A CLEC OR PSEUDO-CLEC AVERAGE MADE THE BENCHMARK. FOR BENCHMARK MEASURES, PACIFIC BELL CALCULATES AN AVERAGE RESULT FOR EACH CLEC. IF THIS AVERAGE MEETS THE BENCHMARK, A CLEC IS SAID TO MEET THE BENCHMARK. FOR EXAMPLE, IF THE AVERAGE RESULT FOR THREE OF FOUR CLECS MADE THE BENCHMARK, THE TABLE WOULD SHOW THAT CLECS MADE THE BENCHMARK 75% OF THE TIME. (1/24/01)			that the percentages reported in that table are the percentage of monthly averages that did not meet the benchmark or that met the benchmark?	FORTHCOMING TABLE. (2/9/01) For each benchmark sub measure, the Rose Reports contain benchmark entries in a given month for each CLEC or pseudo-CLEC that had activity in that month. For a given sub measure, if we consider all entries in all months for CLECs and for pseudo-CLECs, we can consider a 2 x 2 table as follows. If the number of events for a given entry is less than 5, then that is excluded. Sub measure x: <div><div>CLEC</div><div>pseudo-CLEC</div><div>-----</div><div>-----</div><div>Passed Benchmark n11 n12 </div><div>-----</div><div> ----- </div><div>Failed Benchmark n21 n22 </div><div>-----</div><div>-----</div><div>Total Benchmark n.1 = n11 + n21 n.2 = n12 + n22 </div><div>Comparisons</div> <div>Then the percentage of CLEC observations passing the benchmark is 100 x n11/n.1; and the percentage of pseudo-CLEC observations passing the benchmark is 100 x n12/n.2</div><div>(2/12/01)</div></div>

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							330	AT&T	<p>In Question 34 you talk about the percentage of time that an average made of benchmark. Is that just the number of months?</p> <p>So of the ten months, if there's one month where they pass, they get 100 percent.</p> <p>So you did this on a CLEC-by-CLEC basis? What's reported in the table? Like, what's the percentage of?</p> <p>If data are missing for a CLEC or month, that -- those data are not considered a miss or a hit?</p> <p>Did you perform any tests that might suggest the impact of missing CLEC months?</p> <p>It's an average of what? Of just one CLEC for one month?</p>	<p>It's not all ten months; it's just where data are -- happen to be available.</p> <p>It's a count.</p> <p>Let's assume we have five observations there. And for each one, you check to see whether or not that particular CLEC made the benchmark. If none of them made the benchmark, it would be zero percent. And if all of them made the benchmark, it would be 100 percent. Now extend that to all CLECs and all months and do the same computation. It's possible that a CLEC may not show up every month.</p> <p>Correct.</p> <p>No.</p> <p>Count the number of times that CLEC has a chance to meet that benchmark. That's the denominator. And they count the total amount of time for those -- for that CLEC to meet that benchmark over all the chances it gets. They compute the average.</p>
							374	WCOM	<p>When Cap Gemini says that a miss occurred in June, does it mean it occurred during the calendar activity month of June, or does it mean that it is reflected in the June reports which is actually for May's performance?</p>	<p>When we received the Rose reports, we received them on or about the 25th of the month following the data that it represents.</p> <p>I believe the information that is being reported here is after the</p>

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									<p>The CLECs want to understand what was missed, and then they want to look at the magnitude of the miss.</p> <p>Just so I'm clear, the aggregation would have been over the four pseudo-CLECs?</p>	<p>conducted the statistical analyses.</p> <p>Correct.</p>
							375	WCOM	<p>Did you they look at any of the magnitude or severity of the misses that you discussed and documented in 4.4.4.2 or was it more of a straightforward hit or miss but they missed but heck knows how much by, or was there an opportunity, or did you guys have a chance to go through and peel back the onion a little bit and see was it really bad?</p> <p>Did Pacific miss by, you know, a small amount, or did it miss by a very large amount?</p> <p>Did you attempt a statistical analysis of observations -- I'm sorry, data points that where there were five or less observations?</p> <p>This summing implies then that you calculated the Z statistic yourself for the pseudo-CLECs?</p> <p>Are your calculations reflected in Appendix O?</p>	<p>This is found in Appendix O</p> <p>Some of the parity tests involve comparison of averages.</p> <p>Let me describe again what was done for the parity measures. They -- for a particular month, all the pseudo-CLEC numbers were combined, were added up, so it would look like there was just one pseudo-CLEC. And that's done by adding the numerator and the denominator of the pseudo-CLEC data.</p> <p>After the summing, yes.</p> <p>Yes.</p>
							376	WCOM	<p>And I believe that a summary Z statistic for pseudo-CLECs also appears on the Rose Report?</p>	<p>There is a summary Z statistic computed for parity measures for an individual pseudo-CLEC or CLEC -- and I'm going to say --</p>

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									<p>So on the Rose Reports the Z statistic is not a summary of the four pseudo-CLECs; it's for each of the pseudo-CLECs individually?</p> <p>But on the Attachment O the four, or however many of the four pseudo-CLECs had data, there's a summarized Z statistic calculated in that case.</p> <p>So in the 4.4.4.2, which are you talking about in this analysis of misses?</p>	<p>most of the time because I might be wrong as to when it is not computed, but when it's possible to compute, it's there.</p> <p>Correct.</p> <p>That's correct.</p> <p>Through all the performance measurement discussion it's a discussion of the aggregate.</p>
							377	WCOM	<p>So can I conclude that the only Z statistics that you relied upon in your analysis were those which appeared in the Rose Report?</p> <p>Can you clarify your answer?</p> <p>Can you summarize or explain what you were asked to do or what you did in relation to the four pseudo-CLEC results and Attachment O which, as you've explained to us -- and we appreciate it -- basically became a summarized Modified Z statistic for those four pseudos?</p>	<p>No.</p> <p>First of all, I think the Z statistics in the Rose Report are useful to be looked at. But the analysis that we did combined not Z statistics, but the actual data, the numerator and denominator, over all the CLECs. And that produces essentially -- it's as if there were only one CLEC with all the data flowing into that CLEC. And that data was used in doing a Modified Z Test.</p> <p>There are two relevant numbers for a particular sub measure for a particular month for any CLEC or pseudo-CLEC, and they are usually referred to as the numerator and the denominator. The denominator is the number of events. The numerator is the amount of whatever occurred. For a particular month, the</p>

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										numerators are summed over all CLECs, and the denominators are summed over all CLECs. Now I have the same two numbers that go into a computation of a Modified Z Statistic. Those are the ones that are used. The same thing is done for the CLECs.
							378	AT&T	<p>Was there analysis done on a pseudo-CLEC by pseudo-CLEC basis?</p> <p>How did you combine to get an estimate of the standard -- or how did you combine the assumed standard deviation for the four?</p> <p>And in the sample size in the CLEC, that's the sum of all the CLECs?</p>	<p>No.</p> <p>The standard deviation that's used is the Pacific Bell standard deviation, and it sits there all the time. The formulas for computing the Modified Z Statistic involved that standard deviation and the resulting sample sizes.</p> <p>The sum of the denominators over all the CLECs. When you sum over them, you have a certain number of observations that occur. That's one of the sample sizes, okay. There is also a sample size for Pacific Bell, if that's the comparison that you are making.</p>
35	WCOM **	Performance	Statistics	4.4.4.2.1	Does the TAM plan to conduct a re-test? What was the benchmark that Pacific failed to meet for "Reject/Failed Inquiries" via DataGate?	<p>THE CPUC WOULD DETERMINE ANY NEED TO RETEST.</p> <p>THE BENCHMARK IS 11 SECONDS. (1/25/01)</p>				
36	WCOM **	Performance	Statistics	4.4.4.2.3	Does the TAM plan to conduct a re-test? What was the benchmark that Pacific failed to meet for "Reject/Failed Inquiries" via Verigate?	<p>THE CPUC WOULD DETERMINE ANY NEED TO RETEST.</p> <p>THE BENCHMARK IS 11 SECONDS. (1/25/01)</p>				

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37	WCOM **	Performance	Statistics	4.4.4.10.1	Does the TAM plan to conduct a re-test? How severe was the performance failure?	THE CPUC WOULD DETERMINE ANY NEED TO RETEST. THE BENCHMARK IS 11 SECONDS. (1/25/01)	333	AT&T	What was the average time when they failed? Like, how large failure was it? Not what was the standard? What was the 11-second benchmark that's referenced here referring to? That's a suggested benchmark for purposes of the test?	We will have the updated sheets sent to all parties. The benchmark of 11 seconds that's referenced, Steve Huston believes this question was related to rejects, and that's there's no benchmark on that item. All I was asking for were the numbers that people regard as a benchmark. That one was provided, suggested for use, and I used it.
							334	WCOM **	As the person who came up with this question, I believe if you look in context to the report, it's referring to Measure 18. 11 seconds would be a benchmark most likely for Measure 1. So perhaps the TAM can provide a different response at some point.	IN FEBRUARY, THE BENCHMARK WAS MISSED BY 5.14 IN MARCH, THE BENCHMARK WAS MISSED BY 2.24 IN APRIL, THE BENCHMARK WAS MISSED BY .20 IN MAY, THE BENCHMARK WAS MISSED BY .11 (2/12/01)
38	WCOM	Functionality	POP	4.1.1.1	Tables 4.1.1-2 & 4.1.1-3 only show a "sample" of the test order volumes and order type breakout. Where is the actual?	Table 4.1.1-2 These tables represent test case scenarios issued by the TAM. The actual number of LSRs issued by the TG does not correspond on a one to one basis to the test case scenarios. Table 4.1.1-3 Show the completions reported by the TG to the TAM.	126	AT&T	Perhaps if you could just take us through these two charts and tell us -- kind of walk us through and show -- tell us what's included.	These two tables are a restatement of those in the final report for the reason of calculation -- formula errors. The formulas were not correctly reporting the totals horizontally and vertically. That has been corrected. In addition to what you currently see in the final report, I've added the rows titled "Business/Res Percent of Product Total," which shows that percentage breakdown, so that it can be more easily compared to the guidelines we were given in Table 6-1 of the master test plan.

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										The -2 tables are test cases submitted, meaning handed over to the test generator, for them to issue orders upon. The -3 tables are the SOC's reported back in the same categories from the test generators as a result of their processing. It's not practical to reconcile between these tables because one is at tracking number representing a test-case scenario, and the -3 table is at an LSR or PON level.
							127	AT&T	What did you mean by test scenario?	Test scenario is based on Attachment A of the master test plan, which is a core set of scenarios with various req types and loop types. And each of those test scenarios was repeated multiple times to obtain the net amount of completed orders that were in our target sample size.
							128	AT&T	And could you define what a test case is? And a test case could result in multiple LSRs? And if multiple LSRs are issued, where is that number reflected?	A test case would be an iteration of that test scenario. Multiple LSRs may have been issued. Only one would have been counted as a SOC. In the supporting documentation, you'll find accumulated activity logs and status logs from the test generator, and there's also an abandon order report.
							129	AT&T	Is there anywhere in the supporting documentation or in the final report where I can find a number of LSRs that were issued for the test?	In the accumulated activity log, one for EDI, one for GUI, you can do a count on -- in the EDI log the number of new PON occurrences. And in the GUI log, I believe the event code is M-O-E-C-O-M which each designates that a new

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										PON was sent to Pacific. The comment field also describes that event code.
							130	AT&T **	Where can we find the description of the event codes that are included in the accumulated activity log?	DISTRIBUTED TO ALL PARTIES ON 1/31/01 (2/4/01)
							131	WCOM	Can you just tell us what you mean when you said you looked at it at the tracking number level? The aggregate number of tracking numbers doesn't correlate in any way to LSRs or SOC's? When there were 2,742 LSRs completed in the Column M at the bottom, that's the total number of SOC's received for the functionality test? With respect to the information displayed in Table -3, I assume these are cumulative for the entire test?	As we generated test cases to be submitted by the test generator, we assigned a unique tracking number to them which told us what type of loop we were doing to help us to keep track of how many we had done by counting those unique identifiers to each test case. No. That's the total number of SOC's reported by the test generator. Yes.
							132	WCOM	Can you tell me where I would find this information on a month-specific basis, say, the information in this table, populated by the LSRs completed during the month of April 2000, for example. If I went to the ROSE report, would I be able to see the number of, say, UNE loop-with-port LSRs that had completed for EDI in a month specified by the ROSE report?	The accumulated activity logs have a date column, which would tell you the date of all events that occurred in relation to a test case tracking number. Yes.
							133	WCOM	Didn't the CLECs have extensive requests with respect to the tables that additional columns be added to account for abandoned orders, to account for other status of bulk orders in test cases? We had an awful lot of important	I felt that adding more columns relating to abandonment would be more confusing because we do not have a one-to-one relationship. I felt that would lead people to try to reconcile between these two tables, and that is not

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									questions, and I don't see how this comes close to responding to those questions, those genuine questions that we had.	easily done.
							134	WCOM **	I'm looking at Table 4.1.1-3 that was handed out this morning, and then I'm looking at the chart that was submitted in the test report on December 15th, and I notice that the number of UNE loop-with-port under the LECs total has changed. In the original it was 118 were conversions and it's now 116, and for changes it was 546. In the report we were handed this morning it's 543, and that's in the total. Those changes represent an adjustment made to the res. column of the LEX functionality. I'm wondering if the TAM can explain why those changes were made, what they represent.	THE TABLE HANDED OUT IN THE WORKSHOP IS CORRECT. IT HAD BEEN UPDATED FOR ACCURACY DURING REPORT GENERATION, BUT WAS NOT INCLUDED IN THE FINAL REPORT. THIS CORRECTED VERSION WILL BE INCLUDED IN VERSION 1.2 (2/12/01)
							135	WCOM	Did you do the programming or the actual manipulation of the data in your activity log to generate the numbers on this table? Did you compare your results against the Rose report? Did you use the contents of the Rose report to generate any of the numbers that occur in your final report? Can you direct me to which numbers those might be?	Yes. No. Yes. The performance measurement section.
39	WCOM	Functionality	POP	4.1.1.2	How did the TAM conclude that "Final provisioning consisted of the responses received from Pacific once order requests were processed, accepted and validated (SOC),	Pacific OSS testing evaluated completion of requests by the SOC received and verification of posting of the Service Orders. Validation of circuit completions was concluded based on	91	WCOM	"When you received a service order completion, did you verify that it had posted to the back end SBC systems, that is, that the billing change had taken place, or did you merely see did this order	"There was bill validation done on the orders that had completed to make sure that they appeared on the bill. "

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					and the end-to-end testing where possible to validate that service was provided as ordered."? (pg 59)	participating CLEC's circuit testing.			get a service order completion?"	
							92	WCOM	"When you received the SOC itself, how did you validate that, one, the service had been installed as requested and, two, that the billing change had taken place and was correctly done?"	"There were multiple steps to accomplish that, mostly because of the fact that these lines that were installed or converted from an existing retail did not have an end user that was active. There was another discussion of the reason for that. Therefore, when we did several steps in determining that customer had service as reported by Pacific, one of those was to check the bill against completed orders, check for usage that we had generated on the end-user test lines that were designated specifically for those end-user calls. And the third way was the MLTs that we did after the SOC. I think we touched on that briefly yesterday. That was done in intervals after the SOC was received until we were able to have Pacific's system recognize that account and let us create a trouble ticket. When possible loop testing was done by the participating CLEC whose facilities were being used to do testing and there was a TAM representative monitoring testing at the LOC where the participating CLEC could not do loop testing. For conversions testing was done prior and after the order was SOC'd so a comparison of before and after

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							93	WCOM	Which SOC process did this problem occur, the fully electronic or with all other interfaces. And what was the interval for return of SOC on these 9 orders. How late was the SOC on those 9 orders and what was the cause of the problems.	could be done." On all orders received back and all were through LEC. Interval for LOC is 20 minutes will have to follow up on SOC interval.
40	WCOM	Functionality	POP	4.1.1.2.2	Did the TAM's evaluation of Pre-Ordering include an analysis of the integration ability between pre-order and ordering? If so, where is it documented?	The TG was responsible for the collection and development of pre-ordering and ordering capabilities, systems integration and performance . (email to John W for more input)	94	WCOM	Does the Tam feel that the preorder and order information can be integrated and is parsed well enough to meet the ability to do that	This was discussed ion the weekly status calls that the commission was involved in. The test generator provided us a response to that yesterday and the TAM felt that was reasonable. The Tam did not analyze the specifications the test generator was using to create their interfaces. When they told how they were planing to doing it an it functioned properly they were satisfied.
							95	WCOM	Wasn't this issue going to be addressed by Dan Mackey checking into the design of the repository. You will validate that all the business rules you needed were present in the Pacific documentation and that the DataGate information was fully fielded and parsed or you developed your own rules for parsing.	THE TG FOUND THAT THE DataGate DOCUMENTATION WAS AT TIMES PROBLEMATIC AND SPECIFIC RECOMMENDATIONS WERE MADE TO FIX THIS. TG FOUND THERE WAS ENOUGH INFORMATION IN DOCUMENT TO INTEGRATE THE DG APPLICATION WITH THE TG's DATA REPOSITORY. (2/12/01)
41	WCOM	Functionality	POP	4.1.1.2.3	Why was the K1023 process excluded from the test when it was part of the MTP? And when was this change identified to the CPUC, PacBell, and TAB?	In November 1999, during preparation for issuing test orders, the TAM learned that xDSL new and conversion orders had been upgraded to flowthrough orders effective 10-15-99. This change was	96	WCOM	K1023 process is still being used by CLECs to check loop qualifications for DSL loops . Who excluded it from the MTP	We were notified in October of 99 that Pacific added DSL among others to the flowthrough matrix, which is attached to Attachment D of the MTP, and that loop qual. would be done through VeriGate. Since this was the way thing

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						discussed on the weekly TAM/TG/CPUC issues calls and it was determined to use the pre-order loop qualification feature rather than fax a K1023 form. The first xDSL order was not issued until 3-6-00. The change was not identified to the TAB since it had been discussed with the Commission and the TAM was attempting to protect the blindness of the test.				would be moving toward we wanted to test this.
							97	WCOM	A)Could you provide the accessible letter number that explained this, and if not how would the CLECs know that the process changed B)Since all loops are not yet inventoried and K1023 is still being used by the CLECs it seems that you put more emphasis on one type of loop qual . C)How did you validate flow through D)"How did you know that an order that was supposed to flow-through actually flowed through? How is that tested? Did the Tam Test, track evaluate and validate. In your opinion, do you believe that In your opinion, do you believe that you captured data with which it could be analyzed should one choose to, whether or not there was flow-through. And then if the answer is in the	A) It was an addition to the MTP and I will check for an accessible letter B) That is correct . The decision was made in the weekly calls with the Test Generator, the TAM and the Commission. C) We did not validate Flow through. The test put orders through the system that were expected to flow through as the MTP states D) According to table 6-4the Tam did not evaluate flowthrough, the data was captured and validated is still open.

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									affirmative, the next question would be whether the data you captured was merely data provided to you by Pac Bell or whether you, yourselves, had data with which to compare or contrast the information provided to you by Pac Bell."	
42	WCOM	Functionality	POP	4.1.1. 2.4.2. 2	Explain how the TAM implemented its exit criteria in the "POP" testing; that is, "All test cases executed and repeated as necessary, until expected results were achieved."	Test case orders were issued until SOC's were received, circuit testing was complete where applicable, and post SOC test calls were complete for LNP orders. When test cases were abandoned before SOC for reasons such as service address 'no access' or CFA issues, orders were added as necessary to achieve the targeted sample size for each service group type.	98	WCOM	How does abandon test cases fit into the military testing philosophy	Test Cases were abandon, not orders. If a friendly moved or we lost them then that became an abandon test case, if an LSR had been issued it had to be cancelled. Any order cancelled was replaced by another test case and another order. The test case scenario was not cancelled. Any LSR's that were cancelled had reject messages and the reason for cancellation was because of the error message
							99	ATG **	"In your response to abandoned order please include a definitions to "scenario," "test case," ""scenario,"" a definition of ""test case,"" a definition of what you understand to be an LSR, and what is included in the final chart 1-3.Were any scenarios that were originally contemplated, when modified , amended or in any way changed as a result of the fact that the Test Case was being rejected. Were you required to be modified, amended or in anyway changed as a result of rejects received. Were the number of test cases originally assigned to a scenario increased in order to attain a comfortable	THE SCENARIO IS THE REQUEST TYPE TO BE USED FOR THE TEST CASES. TEST CASE IS THE ORDER TYPE TO BE ISSUED IN THE FORM OF AN LSR. LSR IS THE REQUEST FOR LOCAL SERVICE. THE FINAL CHART INCLUDES THE LSRS THAT RECEIVED A COMPLETION NOTICE. YES. YES. YES. (2/12/01)

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									sample size because the number of rejects were getting. "	
							100	WCOM **	Please provide for these orders that needed to be canceled, what the actual reject message was and whether the order was manually rejected by the Pacific systems or whether it was rejected via the automated order generator or in some other automated fashion?	MESSAGES SUCH AS "INVALID ADDRESS" OR "INVALID CFA" WERE RECEIVED. THESE MESSAGES WERE RECEIVED AS MANUAL REJECTS VIA EITHER LEX OR EDI. (2/12/01)
							101	AT&T **	"The scenarios are defined in the MTP at one level. And it was the function of the test administrator to further define those scenarios and provide the technical details behind the scenarios. And those were supposed to be the test specification document, but we can't seem to locate them. So we'd really like to have that pointed out to us, where those scenarios are clearly laid out. "	NO DOCUMENT WAS GENERATED. TEST SCRIPTS DERIVED FROM ATTACHMENT A OF THE MTP WERE INCORPORATED DIRECTLY INTO THE TAM TEST TRACKING DATABASE. (2/12/01)
							102	WCOM **	"WorldCom would appreciate it if you could provide a listing of the abandoned cases or orders, whatever you want to call them, whatever was abandoned and the root cause for abandonment. Candy has said perhaps a friendly changes its mind, that's a root cause. And so we would appreciate that. So that test -- that listing would identify the number of abandoned cases per root cause and what the case was, some kind of identifier, you know, like your LNP stand-alone, or whatever."	ABANDONED TEST CASES AND ASSOCIATED ROOT CAUSES CAN BE FOUND IN THE TG ORDER ARCHIVES FILE INCLUDED IN THE SUPPORTING DOCUMENTATION (2/12/01)
43	WCOM	Functionality	POP	4.1.1.	Why did the TAM access	Shortly after test cases were	103	WCOM	A)How was the U.S. Postal	A) Until the TAM was familiar with

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				2.5	VeriGate to create test cases for the TG (including the access of address w/ zip code & sub location)?	begun, the TAM started this process as a method of validating the data provided by Pacific and the friendlies regarding service addresses to insure the test case details did not present errors which were outside of the scope of this OSS test.			Service Web site used to obtain Zip Code info. And how that relates to the function described in the response to No. 43 B)Why did the Tam perform this function and not the TG.. C)Did you perceive as part of your function, to document discrepancies or inability to find info. D)Were the observations any part of any kind of statistic or evaluation of the preordering process.	the Pacific's CSR in Verigate if we could not find the Zip Code on the CSR we would obtain it from the U.S. Postal Service Web Site. After familiarization with the CSR the Postal Web site was no longer used. B) The TAM was responsible for obtaining the complete Service Address for the Test Cases, the TG did not make contact calls to friendlies C) Observations are documented through out the final report D) The observations were not to be a statistical analysis.
44	WCOM	Functionality	POP	4.1.1. 2.7	POP Observation A: What was the problem, which required a workaround for submitting a move order from the N to the S region? And what was PB's fix? Was the fix re-tested and verified by the TG?	There was no work around for issuing a move order between Pacific's North and South SORD environments. The process is to issue a disconnect order in the old environment and a new install order in the new environment to move a customer's service. The TAM followed this process.				
45	WCOM	Functionality	POP	4.1.1. 2.7	POP Obs D: For what types of test cases did the CSR not include the address' sub-address? How did this impact the ability of the TG to submit accurate orders? Has the problem been fixed?	The problem with the sub-locations was strictly related to the Test Accounts generated by Pacific for this test and was not a factor of the type of test case. Pacific established multiple test accounts at several of their building locations. During investigation of this issue with the Pacific OSS team, the TAM learned that these multiple accounts at one main address	104	WCOM	"Why was the statement made that the CLEC would actually know what the customer's sub address was if the information you got was directly from a customer and then you looked at the CSR. What would a CLEC be doing differently to get data that wasn't in the CSR?"	With the Customer on the line as the CSR is Checked and if there is a sub location the Customer would be asked about the Sub location

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						affected the number of sub location selections which would display when a CSR inquiry was made. The TAM requested the sub-location for all test accounts from Pacific and the test case was then issued with the sub-location if applicable. This would not be an issue for a real CLEC as they would have their own customer database and would know if a sub location applied when issuing an order.				
							105	WCOM	A)Were some CSRs missing sub locations that needed to be there. B)Could you provide us with the document reference to that. I assume that is how you found out C)Did you test whether the CSR database was a reliable database?	A) As explained in the written response this was caused by the billing of the service being to a building with multiple addresses and as we learned further inquiries were required to pull all of the sub locations at the address. There is a limitation to the number of sub locations displayed even though they truly exist at an address. B) The TAM was not reading info or acting like a CLEC. This was in the pre-order phase and when the TAM was given an address on the address list that was missing a sub location we went back and requested a sub location for that sub address. The order could then be issued correctly. C) No.
46	WCOM	Functionality	POP	4.1.1. 2.7	Provide more explanation of POP Observation G. What did PB need to do to VeriGate prior to	As CLEC collocation information was received in February and March 2000, the TAM provided	278	WCOM	"The last sentence of the response says the TAM suggested the CLECs receive a	Yes, it is one of the recommendations.

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					Blackhawk entering production? What does the TAM suggest that PB do to VeriGate before CLECs enter production?	ACTLs for the CFA to the TG who then requested updates to the pseudo CLEC profile through their AM. For Blackhawk, two of the ACTLs were not updated. This was identified when the TG later tried to issue orders using these locations for Blackhawk and received errors of 'wrong ACTL'. The updates were requested again and orders were submitted successfully. The TAM suggests that the CLEC receive a confirmation of the collocations built for them which displays the record in Pacific's system rather than just a 'completed' status.			confirmation, et cetera. Is the TAM including this as an additional recommendation in the final report then?"	
47	WCOM	Functionality	POP	4.1.1.2.7	Why did the TG contact the ISCC for inaccurate order due dates instead of the LSC? (Obs H) What did the TAM identify as the root cause for the due date problems noted in Observation H?	The TG called the ISCC because they initiated a trouble report against the application. Pacific did not report the cause of this situation if it had been determined.	279	WCOM	"The TG called the ISCC because they initiated a trouble report against the application. I think I recall yesterday you said that because key Pacific personnel would have to know about the existence of the test and also to help dispel suspicions about the test, there was somebody at the ISCC who was familiar with the test situation; is that right?" who did you call at the ISCC? "So you don't know if the -- if your question was -- your inquiry was handled by the person who knew about the test at all?"	"The answer is I believe there was one individual at the IS call center who was there. And this is John Wilkinson. Just to clarify, there was only one. We had many interactions with the ISCC." " We called the basic number for the IS call center." "In fact, I believe it was not entered by the person who knew about the test because he was not a call analyst answering the phone."
							280	WCOM	"Since you didn't get a response - - did you ask what the root cause was for this problem, getting a due date before the date of the order? "	I believe the answer to that is yes. I don't believe so.

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									"And did you get an answer? Because the answer here says that Pacific didn't tell you."	
							281	WCOM	"Can I ask what steps did you take to escalate the situation when you didn't get an answer from the ISCC? "	THE TG CONTACTED ISCC ON THIS ISSUES AS IT WAS A PACIFIC SYSTEMS ERROR. A VANTIVE TICKET WAS OPENED AND UPON RE-TEST AS REQUESTED BY THE ISCC THE PROBLEM DID NOT RECUR AND THE TICKET WAS CL.OSED. (2/12/01)
48	WCOM	Functionality	POP	4.1.1. 2.7	What problem is Observation I describing and what change did PB make to resolve the situation? / [include standard exception & military-style test questions]	While attempting to issue orders for Blackhawk, the TG was unable to reserve TN's. The IS Call Center was notified as a normal routine by the CLEC (TG). This observation was made by the TAM while monitoring TG order entry. The TG reported that a table update corrected the problem for the Pseudo-CLEC.				
49	WCOM	Functionality	POP	4.1.1. 2.7	What was the cause of observation noted in Obs J? What happened to the orders, which were rejected because the requested features were no longer available?	A difference between the expected features on an account from a previous migration and the actual features found on the account caused the test case to error. It was then supplemented if possible or canceled and replaced with another test case.				
50	WCOM	Functionality	POP	4.1.1. 2.7	1)For what types of order(s) was Obs K noted? 2)What actions did the TG take in response to the delayed receipt of the SOC's? 3)What was the cause of the delay in receiving SOC's?	1) Delayed SOC's were experienced on all loop types. 2) The follow-up process by the TG, as described in the TG report , section 5.5.3.1 Overview, ... Once a FOC was received, the FOC was printed, placed in the order hard copy folder, and				

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					4)Has the problem been resolved?	returned to tracking. Tracking noted the FOC date and Order Due Date, and filed the folder. When the SOC was sent back to the original user, the SOC was printed, and the hard copy folder sent to tracking for wrap up. Each day tracking checked the spreadsheet to look for any orders that were passed the Due Date without receiving the SOC. These orders were then followed up on with the Pacific LSC. Any orders that missed the due date were noted. If an order comes back with a Jeopardy instead of a SOC, the Jeopardy was noted and the order sent back to the TAM. 3) The cause of the delay was not offered by LSC 4) Unknown				
51	WCOM	Functionality	POP	4.1.1. 2.7	Provide more detail on Obs L. Why were the rejects sent manually? (were these orders faxed?) Was PB's response (which explained that previous orders should have been rejected) confirmed by the TAM in some manner?	The Rejects were received via LEX. The TAM could not confirm if the class of service requested on the original order matched the test case because it was no longer available in LEX to view.	282	WCOM	" This is a question that goes back to all of the process questions that Mr. Gould talked about and that we asked before. In Observation L, you received rejects because the class of service on the original order did not match the class of service that was actually installed. And you said you couldn't go back and look at that because it was no longer available in LEX. Yet earlier today you said every time you sent an order, you validated that the SOC matched what you	"I said earlier today that we printed a hard copy \of the SOC out of LEX and compared that with the order as supplied by the TAM." We were validating features.

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									ordered. So, given that those two are in conflict, could you help me with that."	
									"I don't understand. If you received a SOC and it said that the class of service was residential, did you -- did it -- how did it turn into business if you validated it earlier that it was correct? "	
51	WCOM	Functionality	POP	4.1.1.2.7	Provide more detail on Obs L. Why were the rejects sent manually? (were these orders faxed?) Was PB's response (which explained that previous orders should have been rejected) confirmed by the TAM in some manner?	The Rejects were received via LEX. The TAM could not confirm if the class of service requested on the original order matched the test case because it was no longer available in LEX to view.	283	WCOM	"So when you validated that completion, you only validated a piece of the completion? " Did you escalate this problem? "And what was the response you received?" " And did you inquire as to what it might mean that it was a training issue?" "So these would have -- were these flowthrough orders that should have been handled electronically?" "Could you check your records and see if these orders were flowthrough orders that should have been handled electronically for provisioning? "	" We were validating the features based on the problem we have encountered earlier. That was all." You are you talking about the class, yes we did " If I remember rightly on these particular problems, it was put down as a training issue and that it was a problem at the Pacific end." "To that, we were -- the person who had dealt with it was maybe a new employee. But, no, we did not specifically ask for a clarification." I can't answer that. "Simon's Response: If we're capable of doing that, we'll go back and check them."
52	WCOM	Functionality	POP	4.1.1.2.7	Why was the TG not aware that service order LPWP065001 (issued on 1/28/00 & noted in Obs M) had not completed as	The TG was not aware that the LPWP065001 was not completed as expected because the TG did not expect to receive a SOC until				

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					expected when the SOC was received? Is there the potential that additional orders, like LPWP065001 may not have successfully completed without the TG's knowledge?	the Pacific technician verified that the number was active. No other incidents were reported by the TG.				
53	WCOM	Functionality	POP	4.1.1.2.7	For what % of DSL orders did Obs N occur (where VeriGate's loop qual measurements were inconsistent with the actual loop length)? Did Obs N compare Actual loop qual data or Design loop qual data contained in VeriGate with the actual loop length? How did the TAM obtain the actual loop's length?	The TG EDI log notes one occurrence where the loop length was too long for the SDSL service ordered. The test cases were set up using design loop qual data. The actual loop length was that reported by the Pacific technician during the attempt to install.	284	WCOM	<p>"Your response says that the test cases were set up using design loop qual data. Who prepared this response? Was it the test generator? "</p> <p>" It would have been the TAM? Can you explain what you mean when you say the test cases were set up using design loop and qual data?"</p> <p>"So did you pre-select -- did somebody pre-select accounts that would be run through the VeriGate verification process?"</p> <p>" So how did -- how were the DSL orders selected or designed or created."</p> <p>"So did you know in advance all the friendlies were xDSL capable?"</p>	<p>No, it was not</p> <p>" The design loop is obtained through the loop qual function of VeriGate."</p> <p>No</p> <p>"In the master test plan, the DSL service is defined simply as xDSL. There was a request from the Commission that where we had service addresses that were supported, we would do HDSL, xDSL and ADSL. Since we had no control over where our friendlies were located, we checked the design length of that order to know what the -- the design length of that loop to know which type of xDSL -- ADSL to order for that customer."</p> <p>No.</p>
							288	ATG	<p>"In the response to Question 53 you state that the test cases were set up using design loop qual data. Design loop qual data gives you a worst case scenario in a given distribution area. That is to say it will give you the longest loop. The sentence prior to that states that the log notes one occurrence where the loop length</p>	<p>"We used a loop length that was available to us to determine which type of DSL service to send. The comment that the length of the loop was too long for SDSL was returned to us as a comment from the -- from Pacific in processing the order and was rejected for that reason."</p>

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									was too long for SDSL service ordered. It's not possible for the actual loop to be longer than the design loop because the design loop gives you the worst-case scenario. So your answer is internally inconsistent." "You see, the answer would have to be -- the database has to be wrong because it is not possible for the actual loop length to be longer than the design data loop length in a given distribution area. It might be as long, but it would not be longer because, by definition, the design is the worst-case scenario in a distribution area. So it -- the answer's not possible unless the database isn't correct."	"I'm making statements on what we observed. I'm not making a statement about whether it was correct or not."
							289	WCOM	"Since we're on 53, I don't see an answer to the first question. For what percentage of DSL orders did Observation N occur? Could you provide that answer at some point?" Did you say seven? Seven, one out of seven? " Can I ask: Why did you decide to use design data to create your test scenarios? As a CLEC, ATG, for example, would seek to use actual data as often as it could." "Did you then go back to verify that the actual information you got	" I don't have it in a percentage. I went back and checked our observation forms on these orders, and we found seven in total. There was only one that was actually officially commented on the activity logs maintained by the test generator -- that was commented for that reason." There were seven. " Seven where the loop length was different than reported by our loop qualification." " As I previously explained to Ms. Lee, we used design data because that was what was

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									was correct? "	available to us. My understanding was if Pacific -- that initially design data was available in there, and they were in a process of updating that information to actual loop length information. So that at worst case what we would have in there would be design data."
									"And also did not follow-up on error messages that appeared to be impossible, given the fact that the design length is the worst case scenario? "	"We didn't have any means of checking that loop length since we did not have a switch connected to that loop."
									"You did no verification of the loop call database; is that correct? "	Correct.
										" As I stated before, we made observations and recorded those observations. We did not follow-up that that was incorrect."
54	WCOM	Functionality	POP	4.1.1. 2.7	Did the TAM identify a time period between SOC and CFA availability status updates? Did the TG check CFA availability in VeriGate before issuing an order? If so, does Obs R mean that the LSC rejected orders where VeriGate showed the CFA as available?	When a service address was re-used, the TAM allowed a window of 3 days after the SOC for Pacific backend systems to update. To the TAM's knowledge the TG did not have inquiry access in Verigate for the CFA they were using since the CFA belonged to a real CLEC. Because the TAM relied on the participating CLEC to confirm whether its CFA was available, the TAM cannot conclusively say the CFA WAS available at the moment the LSC reported it not available.	212	AT&T	"On 54, we're talking about CFA availability, and in the response it's written, ""Because the TAM relied on the participating CLEC to confirm whether its CFA was available, the TAM cannot conclusively say the CFA was available at the moment the LSC reported it not available."" Would you explain that? "	"In reference to the last part of the question where it says: ""If so, does Observation R mean that the LSC rejected it where VeriGate had showed it as available?"" meaning the order was issued was available -- I'm sorry, meaning that the facility showed available, but it really wasn't available. We were using -- because we were using facilities of participating CLECs, at the moment we received the rejects while issuing the order and saying that the facility was not available, we had no other means to verify that it really was available."
							290	AT&T	"On 54, we're talking about CFA	"In reference to the last part of

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									availability, and in the response it's written, ""Because the TAM relied on the participating CLEC to confirm whether its CFA was available, the TAM cannot conclusively say the CFA was available at the moment the LSC reported it not available."" Would you explain that? "	the question where it says: ""If so, does Observation R mean that the LSC rejected it where VeriGate had showed it as available?"" meaning the order was issued was available -- I'm sorry, meaning that the facility showed available, but it really wasn't available. We were using -- because we were using facilities of participating CLECs, at the moment we received the rejects while issuing the order and saying that the facility was not available, we had no other means to verify that it really was available."
55	WCOM	Functionality	POP	4.1.1. 2.7	Is Observation X the same as Observation L? If not, provide more explanation for Obs X.	Yes, Observation X is a duplicate of L. Please ignore.				
56	WCOM	Functionality	POP	4.1.1. 3.3	Where does the MTP state: "Original end-to-end testing of all service orders was to be performed by each participating CLEC providing facilities to the Test Effort." ?	MTP 5.2.6 CLEC Network Element Providers discusses CLEC provisioning and availability of their Networks. The CLEC/TG Interface Process Document, as developed with the participating CLECs, details the requirements for the End to End Testing.	213	AT&T	"The response to No. 56 states that MTP 5.2.6 discusses CLEC provisioning and availability of their networks. That section, as I read it, says that under the administration of the TAM, AT&T, Pox, Nextlink, Covad will collectively provide local switch, collocation cage and DSLAM facilities to support loop and LMP testing. I don't get out of that -- and maybe I'm missing something. How does that say that the CLECs were expected to provide resources to perform end-to-end testing as part of this test process? "	" We're not going to fight over this one. Sue, would you mind reading from the test plan -- I don't have that in front of me -- those last four words? It said to support loop testing -- to support loop and something testing. To support loop and LNP testing. That is where that determination was made by the test administrator. "
							291	AT&T	"The response to No. 56 states that MTP 5.2.6 discusses CLEC provisioning and availability of	" We're not going to fight over this one. Sue, would you mind reading from the test plan -- I

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									their networks. That section, as I read it, says that under the administration of the TAM, AT&T, Pox, Nextlink, Covad will collectively provide local switch, collocation cage and DSLAM facilities to support loop and LNP testing. I don't get out of that -- and maybe I'm missing something. How does that say that the CLECs were expected to provide resources to perform end-to-end testing as part of this test process? "	don't have that in front of me -- those last four words? It said to support loop testing -- to support loop and something testing. To support loop and LNP testing. That is where that determination was made by the test administrator. "
							292	XO	"So you don't read -- you don't take the words ""testing in the master test plan"" to refer generally to the test, the overall process, especially since it refers only to collocation facilities, not to people resources?" " I guess in light of the experience that we all had which Walt was referring to before where it became clear that that was not part of the understanding, I guess that's very disconcerting to me to read that language and to know that you're reading that language as including the end-to-end testing that will be done by our resources, so I guess I don't see the support, really, for your interpretation." "This statement that's in the report now makes an affirmative statement as to what the language in the master test plan	"There are several places in the test plan where there is a dual meaning in that regard where you do not know whether you're talking about the test as the OSS test or whether you're talking about a loop test and the stages of, you know, provisioning end to end. This was our best interpretation of the wording that we were given." " I think it's subsequent tab readings and informal sessions with the CLEC. We discussed what does that really mean and the fact of what was offered up and what we worked out, defined, what does it mean to support loop testing." "I can correct it to more closely match as a quote from the test plan. It's not meant to be a quote the way I stated it."

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									meant, and meant when it was written, and meant when you first read it. So I guess that's -- it's not really consistent with the understanding."	"It's in the supporting documentation. It's an appendix actually to the report."
									"Is the CLEC test generator interface process document in the documentation somewhere?"	
57	WCOM	Functionality	POP	4.1.1.3.5	Where does the MTP state: "Originally, testing at a customer site was to be accomplished by the Friendlies having lines installed into their locations?"	MTP 4.2.6 defines Friendlies Participation. The decision on how they should have participated was the TAM responsibility to make the best use of friendlies under the guidance of the CPUC.				
58	WCOM **	Functionality	POP	4.1.1.3.7.1	Did the TAM believe there was any risk involved with relying on the PB processes described in the "Pacific LOC Testing" sections? If so where is it documented?	NO, THE TAM DOES NOT BELIEVE THERE WAS ANY RISK WITH RELYING ON THE PB PROCESSES BECAUSE A PART OF THE TAM TASK WAS TO OBSERVE AND DOCUMENT THESE PROCESSES. (1/22/01)				
59	WCOM **	Functionality	POP	4.1.1.3.7.1	What were the PB errors noted in the results of the Pacific LOC testing?	THE INTRODUCTION TO SECTION 4.1.1.3.7 DEFINES PACIFIC ERRORS AS "PACIFIC FAILURES WERE ESTABLISHED BY THE COMPARISON OF THE 'LOOP QUAL' MEASUREMENTS FROM VERIGATE AGAINST THE MEASUREMENTS OBTAINED FROM THE "MLT SHOE TEST" USED TO TEST THE LOOP FOR EACH OF THESE ORDER TYPES. (1/22/01)				
60	WCOM **	Functionality	POP	4.1.1.3.7.1	What were the CLEC errors notes in the results of the Pacific LOC testing?	THE INTRODUCTION TO SECTION 4.1.1.3.7 DEFINES CLEC ERRORS AS "AT THE SAME TIME FAILURE TO ANI				

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						USING THE AT&T ANI OR NO DIAL TONE AT THE CLEC TIE PAIR APPEARANCE AT THE MDF WERE COUNTED AS CLEC FAILURES." (1/22/01)				
61	WCOM	Functionality	POP	4.1.1.4.6	What does Result A of the LSC/LOC Visits mean? ("The delivery of the measurements was obtained and end-to-end testing was accomplished . . .")	This statement means the loop test results were provided to the TAM representative who completed the loop testing phase of the test case.				
62	WCOM	Functionality	M&R	4.1.2.2	Why does the Scope of the M&R test not include the ability to run MLTs (where appropriate)? The ability to run MLTs where appropriate is included in the Purpose section of the EB Testing Plan.	The ability to run MLT tests was included as part of the M&R testing. A total of 81 MLTs were performed through the PBSM and EB systems. Of the 81 MLTs, 5 returned errors and 76 returned successful MLTs. Of the 5 that were unsuccessful, 3 were able to return completed MLTs on subsequent attempts. The additional detail on the evaluation of MLTs as part of M&R testing will be included in the next release of the Final Report.				
63	WCOM	Functionality	M&R	4.1.2.2	Did the scope of the M&R Test include validation by the TAM that the induced troubles had been cleared? If so, where is this documented?	Because the lines on which induced troubles were reported were not installed all the way to customer equipment, it was determined that the readings on MLT tests would not be reliable for determining whether troubles induced on the test lines had truly been corrected. The only validation that could be done with any degree of confidence was on the unplanned troubles, which were reported on the lines installed for End-User testing. Any troubles that were not corrected through trouble tickets	193	WCOM **	Is it fair to say that the MLT test results did not form any part of the basis for your discussion of Performance Measurement 21? And I'll just give you a reference for tomorrow; that would be 4.4.4.1-2. Would it be fair to say that your readings on MLT tests were not used to evaluate Pacific's performance under Measure No. 21?	YES> (2/12/01)

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						on those lines would have resulted in subsequent trouble tickets on those lines. The documentation for any repeat trouble tickets would be found in the evaluation of Performance Measurement 23.				
							382	WCOM	<p>Do I understand, then, that the MLT tests described here do not form the basis of your conclusion with respect to Performance Measure 21?</p> <p>What information would the Rose reports have included concerning the pseudo-CLEC trouble tickets if, as I understand, the trouble tickets were not passed all the way through to the customer equipment? (For measurement 21)</p> <p>Since the MLT tests results are not included in your Performance Measure 21 conclusion, did you draw any conclusion concerning that MLT experience and put that in the report?</p>	<p>This is, again, a description of a functional side of this. And we stated that our performance measurements were calculated from the Rose report.</p> <p>What we're talking about in response to this question is the MLT or the mechanical loop test, which is of the loop, and is speaking to the fact that we did not necessarily have customer premise equipment on the line. Measurement 21, in my understanding, is the time to restore, the time to clear a trouble ticket. And those would be reported on the Rose report. We're talking about two different things.</p> <p>To say that we were able to perform a mechanized loop test on PBSM, I have to say yes, because it would be able to request an MLT test through the system. So since we want to ensure that we could do an MLT on PBSM, it allows us to do so. And we got a response from that, but to say that we have test all the way to the premise is a different thing.</p>

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64	WCOM	Functionality	M&R	4.1.2.4.1	Did the TAM or Technical Advisor make any comparison between the established test environment (where trouble tickets would only be issued against lines that had been in service for 5 days) and the actual conditions experienced by PB and CLECs?	No, neither the TAM, nor the Technical Advisor, performed any analysis of CLEC production data.				
65	WCOM	Functionality	M&R	4.1.2.4.1	Did the TAM document the lack of blindness in the EB testing? If so, where?	It is the position of the TAM that while some aspects of the trouble tickets generated in EB testing were out of the ordinary for normal production of EB trouble tickets, there was nothing that occurred during the testing, to the TAM's knowledge, that informed Pacific Bell's LOC staff or field technicians that a test was being conducted. One thing that may have seemed strange to Pacific Bell employees was that in the first phase of EB testing, the WCom resources who entered the tickets left their contact names and 800 number on the tickets. Second, WCom's EB system also transmitted the phrase "MCI-LSR" for the account name. Additionally, two contact numbers were used for all of the EB trouble tickets, and were used across the different pseudo-CLECs. The TAM representative who acted as the Point of Contact for the EB tickets provided inquisitive Pacific Bell employees with an explanation that it was a "clearinghouse" that was handling trouble reporting and resolution for several different CLECs.	190	WCOM	The response reads: Second, WorldCom's EB system also transmitted the phrase, "MCI-LSR" for the account name. Is it accurate that there was determined jointly between WorldCom and the TAM that that account name field identifier, MCI-LSR, was transmitted electronically but not on to the trouble ticket itself and therefore not viewed by Pac Bell's technicians?	As stated, we can agree that it was not in the Pacific trouble ticket. We do not know if the Pacific technician actually was able to identify the MCI-LSR on their trouble ticket.

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						While it may have been out of the ordinary for the LOC & field technicians to receive tickets for our pseudo-CLECs that contained WCom information, the TAM feels that adequate measures were taken to protect the blindness of the test.				
							191	WCOM	The question asks if the TAM documented blindness issues concerns around the EB testing. And I didn't see in the response discussion that WorldCom and the TAM had, and it related to a concern about blindness. Would the TAM agree that WorldCom and the TAM discussed an issue when it was discovered that WorldCom was the only CLEC that had a production EB interface with Pac Bell, that that might be concerned about blindness in the EB testing?	I believe that was some of the discussion initially when the request was made to use EB. But that was one of our concerns. That was the only active interface at that time.
66	WCOM	Functionality	M&R	4.1.2. 5.2	"The problems were substantial enough that each time the round of testing was prematurely concluded. Rather than a deficiency in the EB system, the problems were complications stemming from modifications made to the test cases to accommodate the passing of Pseudo-CLEC line information through a third-party interface (see Appendix M)." Does this statement account for the backend system issue uncovered during the 2nd phase of testing?	If this question refers to the "Fallback Reporting" message received upon submission of trouble tickets that used ECCKTs, rather than TNs, then this statement does account for the backend system issue uncovered in the second phase of EB Testing (see Appendix M). The fallback reporting error was the result of a problem with the LMOS system and how it attempted to format 2-wire loop ECCKTs into Trouble Ticket Numbers. WCom's EB interface with Pacific Bell was designed to				

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						match up with their production needs. WCom was not issuing tickets through EB for 2-wire loops using ECCKTs, so any ticket that was sent with the ECCKT was sent to the WFA system, which handles the 4-wire loops. All 2-wire tickets went to LMOS and the trouble ticket number was created using the TN provided by the CLEC. Once we introduced 2-wire loops into the system with ECCKTs, LMOS had a problem formatting them into trouble ticket numbers. This was not a problem with the integrity of the LMOS system, only with how the system had been tailored for WCom's needs. Therefore, it was our testing that caused the error.				
67	WCOM	Functionality	M&R	4.1.2.5.2	What was the reason for the schedule delay between the conclusion of the 1st phase of EB testing on 1/20/00 and the start of the 2nd phase of testing on 6/7/00?	The delay between the first and second phases of EB Testing was caused by several different factors. The first was a dispute that was initiated by WCom over a step in the EB Process which called for two separate notices to be sent by Pacific Bell prior to the ILEC closing out the trouble ticket, with a 24-hour interval between the two steps so that the CLEC could verify with their customer that the trouble had indeed been corrected. It was WCom's position that this step was part of the EB Process for every trouble ticket. Upon contacting the TAM's Pacific Bell contact for trouble inducement, the TAM was told that the step				

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						was not supported by Pacific Bell for most products, only for designed circuits, which were not being tested. The subsequent e-mails, discussions and conference calls delayed the testing from the conclusion of the second phase of testing (January 20, 2000) until it was resolved on March 9, 2000. The second delay was caused by a WCom request that was made following the result of the first issue. This request was for additional testing to be performed to determine the amount of time that it took for line records to update in LMOS to reflect the change in ownership of a line to a new CLEC. Discussions for this additional testing and ultimate approval were not finalized until June 1, 2000. The second phase of EB testing began on June 7, 2000.				
68	WCOM	Functionality	M&R	4.1.2.7	Observation A of the M&R Testing states that the problems encountered were related either to WorldCom or to the modifications that were made to an existing EB that allowed for the transmission of pseudo-CLEC information. Were any WCom problems encountered besides WCom's production problems in phase 3 of the EB test?	No, the Wcom production problems experienced during the third phase of EB Testing were the only WCom-related problems that affected the TAM's ability to conduct the testing.				
69	WCOM	Functionality	M&R	4.1.2.7	Of the 102 trouble tickets sent through PBMS why were responses received only on 24 of the tickets? What happened to	All 102 of the trouble tickets were successful. 24 of the tickets received the PBSM Confirmation #2, which indicates that the				

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					the other 78 trouble tickets? Of the 24 tickets which responses were sent via PBSM, which of the tickets were for unplanned trouble?	trouble report was received at the Interconnection Service Center (ISC) either as a message report or as a paper record printed to the ISC's printer. (See Section 4.1.2.7, subsection C, item A). The 78 trouble tickets received the standard PBSM notice that included a message of successful creation, the date/time that the ticket was created and a commitment date/time.				
70	WCOM	Functionality	M&R	4.1.2.7	Why were 24 tickets accepted electronically via PBSM worked and closed manually? Is this the regular PBSM process?	24 of the tickets received the PBSM Confirmation #2, which indicates that the trouble report was received at the Interconnection Service Center (ISC) either as a message report or as a paper record printed to the ISC's printer. (See Section 4.1.2.7, subsection C, item A). Receipt of this message is an indicator that the trouble ticket has fallen out of PBSM and will be worked manually.				
71	WCOM	Functionality	M&R	4.1.2.8	What were the TAM's results from the 37 test cases sent to evaluate the amount of time between when an order SOCs and when a trouble ticket can be electronically opened on that order?	Of the 37 test cases that were entered into PBSM to evaluate the amount of time between when an order SOCs and when a trouble ticket can be electronically generated on the line, 16 of the test cases were not tested with a frequency that would allow for an accurate measurement of the amount of time that passed before the successful generation of a trouble ticket. Information from the remaining 21 test cases was examined and it was found that an average of 32.027 hours				

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						passed between the time that an order SOC's and the time that a trouble ticket could be generated against the line. Additionally, a set of 8 test cases was selected to determine the amount of time that passed after an order's SOC before an MLT test could be successfully performed on the line. From the 8 test cases, an average of 11.781 hours passed from the time of SOC until the time that an MLT could be successfully performed on the line. **Pacific Bell stated in an e-mail to the TAM, sent on 4-19-00, that it generally took up to three days for their systems to update and reflect a change in line ownership. This 3-day interval is the same as what WCom told the TAM that they normally experience before being able to successfully submit an electronic trouble ticket. The results of this additional testing were in line with that 3-day interval.				
72	WCOM	Functionality	M&R	4.1.2.8	Did the TAM document any results from test cases completed through PBSM on orders that had recently SOCed?	The additional detail on the results from test cases completed through PBSM on orders that had recently SOCd will be included in the next release of the Final Report.	192	WCOM	The responses to both 72 and 73 reference numbers indicate that additional information will be forthcoming in the next release of the final report. Is that included or is that still forthcoming?	This is referencing the spreadsheet that puts together the numbers that you see in the answer to 73 to give those numbers. So it is still forthcoming. NEEDED SPREADSHEET
73	WCOM	Functionality	M&R	4.1.2.8	Did the TAM make any evaluation about the ability or usability of running MLTs through PBSM or the EB interface?	The ability to run MLT tests was included as part of the M&R testing. A total of 81 MLTs were performed through the PBSM and EB systems. Of the 81 MLTs, 5 returned errors and 76 returned				

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						successful MLTs. Of the 5 that were unsuccessful, 3 were able to return completed MLTs on subsequent attempts. The additional detail on the evaluation of MLTs as part of M&R testing will be included in the next release of the Final Report.				
74	WCOM	Functionality	M&R	Appendix M	Was it the ACNAs or OCNs of the P-CLECs, which needed to be added to PB's tables for the EB testing?	The ACNAs needed to be loaded into the Pacific Bell tables prior to the successful submission of M&R trouble tickets through WCom's EB Interface.				
75	WCOM	Functionality	M&R	Appendix M	For what product type were the 4 trouble tickets entered for in the 1st phase of EB testing?	The product type of the four tickets entered in the first phase of EB Testing were all Loop with Port.				
76	WCOM	Functionality	M&R	Appendix M	Was it PB that suggested to the TAM that the 1st 2 tickets in the 1st phase of EB testing not be included in the test results?	Pacific Bell initially suggested that the first two tickets that were successfully entered through EB not be included in the test results. Because the two tickets had been identified by Pacific's EB SMEs, rather than just the TAM's M&R contact within Pacific Bell, the TAM ultimately decided that to maintain testing integrity, the two tickets would be excluded from the test results.				
77	WCOM	Functionality	M&R	Appendix M	What is the "ESCO" code, which was added by Pacific's systems during the 1st EB testing phase? Was this encountered during the 3rd phase of EB testing?	In the SBC CLEC Website, ESCO is defined as: Emergency Service Central Office (ESCO) When ANI is not available and a 911 call is default routed, the ANI display at the PSAP will be "911-XNNN" with NNN identifying the incoming trunk that delivered the 911 call. Because the ESCO code was neither added by the TAM, nor was it present on any of the				

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						documentation received back through the EB system, it is not possible to determine if the code was encountered on any of the trouble tickets entered during the third phase of EB testing.				
78	WCOM	Functionality	M&R	Appendix M	In the 2nd phase of EB testing, the TAM states that: "The TAM concurred with her assessment and agreed to hold back the Loop with Port test cases." What organization does the "her" represent?	In this statement, "her" refers to the TAM's Pacific Bell contact for M&R. The context of the statement was in regards to using test cases in which the troubles had been induced for the first phase of EB Testing. It was the opinion of the Pacific Bell contact that any inducement that wasn't made within two weeks of testing may have been corrected through routine systems checks and on-site inspections at the CO.				
79	WCOM	Functionality	M&R	Appendix M	What was the result of the 8 (out of the 25 designated in the 3rd phase) test cases of recently SOCed orders / I.e. could trouble tickets be opened?	Due to the WCom "Production Problems" that were experienced in the third phase of EB Testing, the 8 test cases of recently SOCed orders had to be abandoned. The reason that they were abandoned was that the purpose of the test was to document the amount of time that passed between the SOC of an order and the point at which an electronic trouble report can be successfully issued against the line. With the WCom EB problems that were preventing us from successfully creating any EB tickets, it was not possible to get an accurate assessment of the time that passed before a trouble report could be issued.				
80	WCOM	Processes	Documentation	TG	Why did the TG receive the	DataGate training class was				

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				5.2.4	DataGate XDR files on 9/9/99 during the DataGate training course? Where the XDR files for the current version of DataGate in production?	attended 8/31-9/1/99. There was a problem encountered in class precluding completion of class exercises. XDR problem was identified as the cause. New DataGate v8.0 XDR file was received 9/9/99. Believe this was the current production version of DataGate at that time.				
81	WCOM	Development	OSS Interconnection	5.4.4	What basis was used in the TG's conclusion that: "This would not in general be a problem for other CLECs since they would normally only have one direct connection with Pacific." Does this statement include cases where a CLEC may have multiple EDI interfaces?	The problem was the need to separate the two different data flows from one another. Because there was only one IP address that the TG could connect to, we could not separate the data paths. A CLEC with multiple connections to the same IP address this is not a problem since they do not need to separate the data flows.	110	WCOM	One PacBell connection was remaining from a previous project. Can you help me understand what the previous project was and whether this would impact a CLEC who was perhaps doing business in the rest of the SBC territory also using DataGate for connectivity? as I remember form the report, you discovered this after some conversations with Pacific Bell? pacific bell was not blind to the project, is that correct?	This previous line was in for a service that TG provided for CLECs to connect to ILECs. no, we knew about it. We knew about the previous work, the other project. there were certain members in pacific that were not blind to the project
82	WCOM	Development	OSS Interconnection	TG 5.4.5	Was the ISCC representative's statement that the service provider of the existing circuit between GXS & PB did not use DataGate relevant to the eventual resolution of the circuit routing problem? (description of events unclear)	Yes, information contained in the preexisting circuit diagram indicated that Datagate was connected to this circuit and in use. This information resulted in our network engineers to use NAT techniques in the Datagate set-up. We found out, based on the comments from the IS Call Center, that we did not need to implement NAT on the CPUC circuit and could remove the Datagate IP address from the router tables on the pre-existing circuit.	111	WCOM	when TG called ISC, did you call someone specific, or make the call just like a CLEC would to discuss the problem? Calls were routed to a specific person? could you restate it for me? so, you would call the ISC for this question? and you would somehow be routed to a specific person? You	call was made to general ISC number, through normal routing, they got to the person that knew about the testing. No, that is not correct. because of the problem (connectivity), call was routed to one person. It happened to be the person that knew about the test. this one question.

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									didn't just go into their regular routing tables or just end getting a call placed? I'm confused. For instance, if I had a problem as MCI WorldCom, and I called the IS call center, how would I get routed?	my guess, and it's only a guess, you may end up going to the same person, because this person, from what I understand, is a lead for connectivity issues
							112	WCOM	<p>so, you said that a CLEC with multiple connections to same IP address was not a problem, since they don't need to separate their data flows? If CLEC has multiple EDI gateways, this wouldn't be a problem?</p> <p>if I'm receiving data at on IP address, how do I translate that IP address into separate distinctions in my network?</p> <p>aware of any limitations that PacBell placed on you regarding the number of IP addresses that a CLEC can use?</p> <p>at the PacBell end?</p> <p>and were there any limitations on the number of IP addresses that a CLEC could have for the return flows?</p>	<p>it would depend on whether or not they need to separate the data flows. Assumption, probably would not make any difference.</p> <p>I don't know</p> <p>we (TG?) was aware that there was only one IP address available for the different OSSs that were being connected to. IE. One IP address for EDI, one for Datagate, etc.</p> <p>at the PacBell end, that's correct.</p> <p>I am not aware of a limitation</p>
83	WCOM	Development	OSS Interfaces	TG 5.5.2.2	Did the TG look at CFA availability as part of the VeriGate pre-order functions?	No, function not available.	113	WCOM	<p>what kind of VeriGate training or testing did you do to validate what functions existed in that product?</p> <p>so, answer "no, function not available" means that the TG is saying that ability to check CFA is a functionality not available in VeriGate?</p>	<p>we attended the normal VeriGate training in California</p> <p>not available to us in VeriGate is my answer. **clarification shortly after---test used CLEC CFAs, therefore the TG could not view them in VeriGate--ownership problem.</p>

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									<p>can we assume that you had the standard download of toolbar in VeriGate as any CLEC would have?</p> <p>when you attended the VeriGate training, were there other CLECs in the training besides GXS?</p> <p>but we can assume that you just went out to the Website, found the date of the training and just signed up? There were no classes established based on your availability, is that correct?</p>	<p>that is correct. Our distribution came as we connected to the server.</p> <p>For some training yes. For some training the answer is no. And that is documented in our TG training appendix to the TG report</p> <p>we can cover that in more detail when we're talking about the p-CLEC experience. But that's generally a correct statement.</p>
							114	AT&T	<p>in response to the clarification of CFA ownership & the ability to check them in VeriGate. Did you validate at all that you had CFAs? That the piece of VeriGate actually works?</p> <p>did you check with CLECs to find out if they had any questions or problems with that functionality not working for them?</p>	<p>no, we weren't able to test that.</p> <p>part of our roles as p-CLECs was to also stay the line to what other CLECs actually experienced. So, no we did not poll the other CLECs.</p>
84	WCOM	Development	OSS Interfaces	TG 5.5.2.2	What real dependency did the TG have on VeriGate's pre-order information given the test order information provided to the TG from the TAM? For example, what was involved in the TG's address validation function with VeriGate?	While retrieving CLLI code and EXCO, checked the address	115	AT&T	<p>A)address verification. We (TG) changed the CLLI code into x code. Help me understand that; you retrieved the data, then did you place that data into your order?</p> <p>B)so, you did an integrated preorder and order?</p> <p>C)not electronically? Can you help me understand how you actually did it?? You wrote it on a</p>	<p>A) that's correct</p> <p>B) we retrieved the data in VeriGate, then we copied that info to LEX for that order, not electronically.</p> <p>C) no, we would copy it from the VeriGate screen, cut and paste it into the LEX screen.</p> <p>D)</p>

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									piece of paper and put it in?	E) that was one of the ways, yes
									D)did you have any cases where what you took from VeriGate and put into LEX was either incorrect or had field and format length differences?	F) service address verification. G) H)
									E)you went into VeriGate? You looked up by telephone number?	
									F)you took this information from a service address verification, or from a CSR?	
									G)one of the things the TG received from the TAM was an address. How did that factor into address validation conducted by the TG? was TG looking in VeriGate and doing address verification to see if VeriGate matched up with what TAM had?	
									H)What were you actually looking for to see what matched with what? can you help me understand (using OSSs via the dial-up system)	
85	WCOM	Development	OSS Interfaces	TG 5.5.2.3	What does the TG consider the "peak processing period" for VeriGate transactions? (since slower perceived response time was noted during that processing period)	10:00am to 02:00pm PST	300	WCOM	can you help me understand (using OSSs via the dial-up system, things taking) "a little bit longer"? Did you have a chance to go out for a cup of coffee while you were waiting, or what?	No, just general perceptions, like...early in the morning things happen like that, very quickly, and they seemed to take a bit longer; nothing more than 15 seconds, if you will
									And did you track those times, and could we get copies of that information?	No, we did not track those times. These were observations that we made.

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									<p>Once you noticed that there were peak processing times, did that affect the way the pseudo-CLECs conducted their production? In other words, did you change how you processed orders during those times?</p> <p>Did you attempt to place more orders, or it just didn't vary at all?</p> <p>were you using a single VeriGate application, or you had multiple people at the same time?</p> <p>and did you discover any transactions that were slower than others? Did you track the impact for instance?</p>	<p>No, it did not.</p> <p>We did not vary it at all.</p> <p>we had multiple people at the same time. We had a large test group set up in Tampa, in the neighborhood of 12 PCs, all with modems connected, all with tool-bar applications loaded on them so we could man those throughout the test.</p> <p>we did not track that, so I can't really tell you if specific transactions in Veri-gate were slow. Our experience was this was not a significant factor in processing our orders therefore, we did not view it as significant to--I mean there was nothing--no specific transactions we're aware of that caused us to raise an issue with this.</p>
							301	WCOM	<p>If, when you have your conference with your expert, you could also get us some more detail on this whole process so that we can understand the meaning of "not significant"....so, I'd be interested in the overall process you used and any learnings from that.</p> <p>And they based that on what?</p> <p>and these were standard telemarketing people that are used to talking to customers and seeing how long it takes?</p>	<p>We did ask that specific question, and there was no time that our test-entry folks felt that the response time was slow enough that it would have impacted a regular CLEC in doing their business.</p> <p>Just basically their observations. In other words, as I said, no transaction took longer than 15 to 30 seconds as far as we could tell...whereas earlier in the day it might have taken five seconds, it may take fifteen. But it was nowhere did we notice that the</p>

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									<p>I understand that you did not track the times, and I understand that you had approximately 12 PCs at which people were accessing Verigate at the same time; so how did you come up with the 15 to 30 second figure?</p> <p>How frequently did you ask them for their observations?</p>	<p>impact would have been to such a point where it would've impacted trying to do business in a real-time mode.</p> <p>A number of these folks came out of our Telco support group that are used to working on the telephones, that is correct.</p> <p>These are just general observations that we asked of the test team after, as we were trying to write the report and get their authorization.</p> <p>As I was saying, at the end of the test. When we were trying to write the report, we asked them. And, in addition to that, especially for Verigate, there is a hard copy of the pre-order screen that were kept and are part of the paper record of all the test cases.</p>
							302	WCOM	<p>I'm now totally confused! So, you did track how long it took to get each transaction completed?</p> <p>you had some data on how long it took to get each of these queries responded to, is that correct?</p> <p>but you didn't go back and look at that; you just went back and asked the folks, did it take a long time or not?</p> <p>so you had the data that you just didn't use?</p>	<p>We did a screen print of the transactions, but we did not go back and then look at the times.</p> <p>that's correct.</p> <p>That is correct. We were trying to determine...if the tool basically worked and were able to submit orders using the LEX Verigate process.</p> <p>we did use it if we were required to use it. We didn't use it because there was no impact of our doing business as a pseudo-</p>

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									you said that the people were in Tampa. Did they work Eastern Time hours, or did they work Pacific Time hours?	CLEC. They worked Pacific Time hours. We always had somebody in the office until 5:00pm Pacific.
							303	ATG	And they didn't start until 11:00? these people had a stack of orders in front of them; is that how it works? so, as opposed to my folks, who were on the phone with a customer and trying to type at the same time and pull back that data, you basically had everything arranged on the desk? Were those addresses pre-checked? but they had been pre-checked by someone?	They actually would start much earlier. Reviewing what they had to do for the day. we received throughout the day orders from the test administrator Not by the TG, no. I don't know. I don't know the answer.
86	WCOM	Development	OSS Interfaces	TG 5.5.2.3	What was the TG's typical query volume / load through VeriGate?	Not recorded, would have been average of less than thirty a day.	304	WCOM	Do you have any idea what kind of numbers the CLECs would have for queries during the day? So you picked 30 and... you were given all of the information again? I mean by the TAM?	I do not have any idea on that, no. It's not what we picked. That's correct.
							305	AT&T	did you have a target number of orders that you were trying to process in a given day? But what you were given, did the number vary? Did you have like maybe 100 orders one day and you would have 250 the next or-- It would peak higher?	no we didn't. Well, we tried--our target was always to process what we were given in a day. The number did vary but it was generally in the quantity of between 10 to 30 a day, something like that. Sometimes it would peak higher,

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									<p>did you have days where you were unable to complete the volume of orders that you were asked to process in a given day?</p> <p>and the 10 to 30 number, that's the total orders that you were trying to process using Verigate and Datagate?</p> <p>that would be the total number per day of orders?</p> <p>is there a place in either the TG report or somewhere in all this material that identifies days on which you weren't able to complete the orders which you were given and how many orders you were unable to complete?</p> <p>were those observations about the orders that were not completed done consistently?</p>	<p>yes.</p> <p>There may have been a few and that those numbers would not have been very high, I don't believe; yet I don't know for sure the answer for that.</p> <p>And LEX</p> <p>about.</p> <p>I don't believe there is. I guess I could direct you to the Supporting Documentation of the detailed Daily Logs that the TAM monitors were doing. They were basically...stating how many orders they handed off....and how many were still in the order entry bin at the end of the day.</p> <p>If there was no indication of a backlog, then it's assumed that the TG completed all of the orders that were handed to them that day.</p>
							306	WCOM	<p>Could you help me understand why there might have been a backlog?</p> <p>so, even though you did a managed introduction to try--that was only EDI; so for Verigate your training kind of had some orders you didn't understand, and you might have had to--</p>	<p>I don't have a clear answer for that...except as to say that at times we may have received a new type of order, and maybe we had to do some more investigation on submitting the order just to make sure that we understand all the procedures necessary, and that may have carried over to the next day.</p> <p>I wouldn't say that, no. I'm just saying that to get the orders in</p>

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										correctly, we may have taken a little longer, to ensure we had all the information required to do that.
87	WCOM	Development	OSS Interfaces	TG 5.5.2.3	How did the TG review the content of the CSR for accuracy?	CSR was printed and some data checked.	307	WCOM	<p>What data did you check specifically, and what did you check it against?</p> <p>you pulled the CSR in Verigate, checked it somehow, you decided to use either that address that the TAM had given you on your order sheet to place the order?</p> <p>so you did not use the CSR address for the order?</p> <p>Again, the checking you did was just against what you had been given, so you wouldn't know, for instance, if a service address validation query and the CSR would have brought up two different addresses?</p> <p>So, you're not aware of any mismatches because you actually use the service address validation?</p> <p>Do you know what back-end system that one goes to?</p>	<p>Information from the CSRs against information from the order sheets as far as the address and possibly features that might be on that residence.</p> <p>That's not the way we would do the address. The way we would always do the address was do an address validation in Verigate and use that address for the order.</p> <p>That is correct.</p> <p>That's correct. We wouldn't know that. We would use the Verigate address always, though, for the LEX orders.</p> <p>That's correct. We were--are not aware of any mismatches.</p> <p>I do not know.</p>
88	WCOM	Development	OSS Interfaces	TG 5.5.2.3	Did the TG evaluate the ability and feasibility to integrate the information as received from VeriGate into LEX?	Considered but not pursued	308	WCOM	I'm confused because I think you said you cut and pasted in---	that is correct, Sherry. Way at the beginning of the project, we considered.....trying to use some sort of screen-saver technology to put the information off of Verigate and populate the LEX fields. We decided not to because our assumption was that numbers of

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										orders...didn't support that effort. So we basically...cut and pasted from Verigate into LEX.
89	WCOM	Development	OSS Interfaces	TG 5.5.2.3	Provide the distinction between the TG's comment that VeriGate address validation was cumbersome with the TG's comment that one of VeriGate's strengths was its ease of use.	Verigate, as a package, was a good system but some functions within address validation were an exception, proving to be cumbersome, such as addresses with sub-locations				
90	WCOM	Development	OSS Interfaces	TG 5.5.3.1	In the LEX Overview, the TG states that "If any orders failed in pre-order, such as invalid address or incorrect customer name, the order was returned to the TAM with appropriate message." (pg 62) What are some examples of why this would have occurred?	Some addresses failed during validation in pre-order and returned to TAM. Examples would be missing sub-locations or incorrect Zip.	309	WCOM	<p>when you were not able to validate address, you returned it to the TAM. You did not do a service-address validation at that point, or the data was wrong?</p> <p>so, in the real world, when a customer was on the phone with you, you would say; "let me call you back in a couple of days when I've been able to figure out what's wrong with your address."?</p> <p>And the address has failed for what reason?</p> <p>Is that the wrong zip code in VeriGate, or the wrong zip code on the order sheet?</p> <p>In your response here; "Examples would be missing sub-locations or incorrect zip" on the order sheet?</p> <p>Is there a way to ascertain which orders were--and how many orders were--returned to the TAM by the TG and then what the TAM found out about the orders? That there was a mistake on the TAM's</p>	<p>That means that the data that we tried to do the address validation on appeared to be wrong--possibly it had the wrong zip. So the TAM acted as our Marketing dept, if you will, to provide us the order information, so we returned it to them for further research.</p> <p>Well, hopefully in that case, in a real-world case, you'd query the customer on line directly, while he was still--</p> <p>Such as maybe it had the wrong zip code.</p> <p>On the order sheet.</p> <p>That is correct.</p> <p>I think there are two parts to the question. The first one, I think the answer is yes. It should be tracked on the Daily Activity Logs that the TG kept & provided to the TG of which orders were returned. The second part of the question--I don't believe I can answer that part regarding what the source of the error was.</p>

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									part...or where there was no mistake?	
91	WCOM	Development	OSS Interfaces	TG 5.5.3.1	What escalation process did the TG use to follow up orders that had not been SOCed on the expected due date?	TG tracking, and TG Order Control team tracked due dates on orders to ensure they were not missed. If missed, a member of the team would follow up with LSC on status and record results.	310	WCOM	<p>How many missing SOC's you had throughout the test & how many late SOC's?</p> <p>Are we referring just to LEX, or are we also referring o EDI?</p> <p>You had no problems with any of the SOC's missing?</p> <p>Does the response to 91 indicate that the PB account manager assigned to the Pseudo-CLECs was not involved in supporting the resolution of orders that had delayed SOC's?</p> <p>Would a CLEC, a real CLEC in business, call their account manager for missing SOC's or late SOC's?</p>	<p>I don't know that we had missing SOC's. I know we had some orders, some test cases that were abandoned.</p> <p>Also referring to EDI.</p> <p>I think that is probably better addressed in the functionality part of the test when we have our Test Manager available here at that time.</p> <p>The LSC served as our first line of support.....but in the cases where there were delayed or missing SOC's, we would escalate to our account management team.</p> <p>I don't know. I can't answer that.</p>
							311	AT&T	<p>Did you escalate the issues within the LSC, or were you dealing like rep to rep, or did you take it to first and second level and follow the normal escalation procedures?</p> <p>Can you describe how an order was abandoned? Was it just kind of left there, and/or did you cancel the LSR or--</p>	<p>Yeah, I believe so, but again Sue, I'd like to defer that until the Functionality portion this afternoon, if possible, when we have better sources of information.</p> <p>The LSR was cancelled, I believe, yes. That is correct.</p>
92	WCOM	Development	OSS Interfaces	TG 5.5.3.1	How was the TAM involved in the follow-up of orders that had missed their due date?	(TG) The TAM would be involved if the order was in Jeopardy. The TAM also tracked the order completions and at times would have the TG look up orders that had missed due date. The TG				

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						would work these issues with Pacific to resolve. (TAM) The TAM monitoring team tracked the test case status as reported daily by the TG and notified the TG when a SOC appeared to be overdue to determine if the tracking process was working correctly or if no SOC had been received by the TG.				
93	WCOM	Development	OSS Interfaces	TG 5.5.3.2	Were all test orders worked through to SOC? If not, please explain.	No, there were a number of orders that were abandoned for one reason or another. For instance because of mismatch of features; or may be a problem with one of the friendly accounts.	312	WCOM	Why did you abandon these orders? Why did you not try to fix them? So you abandon an order not because the order wouldn't go through or was rejected--? you abandoned it because the TAM said Janie Smith was no longer going to play? In your response, you say: For instance, because of mismatch of features.....What kind of mismatch are you referring to? How would you find that out? Would you receive a reject?	There were particular instances, such as friendlies who originally were going to be part of the test, no longer would be part of the test. I believe that's one instance. (Nodding Head) I believe that is correct. We may have received an order that would say remove a feature from this premise; and we may find out that the feature is not on the premise. We received a reject after the LSR was submitted.
							313	WCOM	Let me make sure I understand the process: You were given some friendlies, asked to place an order, and the order said remove call waiting. You placed the reject--you placed the order, and the order rejected to you, saying: can't remove call waiting, the customer doesn't have it.	Those are two different instances, one with a friendly who didn't want to play anymore-- Feature mismatch is a different person, possibly that we're trying to take a feature off of a residence and that feature didn't exist.

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									<p>You did not try to re-flow the orderly properly; you--that was when you abandoned it?</p> <p>I am referring to the missing--the feature mismatch that--</p> <p>And--</p> <p>And do you think that's because there was an error on the order form the TAM, or potentially that that feature had not ever been completed by Pac Bell when you installed that account in the first place?</p> <p>So, you did no reject analysis?</p> <p>And you do other reject analysis?</p>	<p>I believe that's one instance.</p> <p>I don't know why.</p> <p>That's correct. In that hypothetical type of instance, yes.</p> <p>Yes, we did; and that's where we would follow up with the LSC, to find out why something might be rejected. And if we could fix it, we would then go ahead and fix it.</p>
							314	WCOM	<p>John, do you have any idea of the total number of orders that were abandoned doe the duration of the tests?</p> <p>Would that have been in an appendix or the body of the report? This table?</p> <p>Did you issue a supplement to fix (the problem order) or did you just say, "Let me just erase this one and put a new one out there"?</p> <p>I don't want to belabor this, but then you just had some customers that didn't play is that what you're trying to say?</p> <p>sometimes (you) would send in</p>	<p>There's a table in the TG's report.</p> <p>I believe it was probably part of the supporting documentation.</p> <p>There were both conditions where the TG....issued a supplement with the correction the way a CLEC would. There were also cases where we had a friendly who gave us a response of no access and that test case was abandoned, so in that case the LSR was cancelled.</p> <p>Yeah, for example, if that customer's address we were using happened to be a basic loop...then we would just issue the same loop type on another</p>

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									<p>an order and it would be rejected because there was, indeed, a mismatch between what you were ordering and what was available that you abandoned the order. Is that correct? Did that scenario occur, and is that correct?</p> <p>So there were times when you submitted an order, it was a mismatch of features, and you abandoned the order. There were other times when you submitted an order, it was a mismatch in features, you got a reject and you supped the order. Is that correct?</p>	<p>address to replace that one. So basically that was a replacement of the test case.</p> <p>...When that case occurred, we would return the order....back to the TAM, and they would provide direction as to whether it was appropriate at that point to cancel the order or to sup the order, so I think both occurred....</p> <p>I believe that's true. I can't answer that without further investigation. I believe that did happen, and some cases where that might have happened....might have been like the DS-1s where we were trying to put an order in....the features didn't match. This is where we got into the problems we had with DS-1 vs DS-3 types of circuits. Those orders were abandoned because we weren't able to complete them.</p>
94	WCOM	Development	OSS Interfaces	TG 5.5.3.2	The TG states: "While it was not possible for the TG to tell from looking at an order whether it was a flow-through or manually processed order, general guideline was that a FOC would be received within 20 minutes for flow-through orders." (pg 63) Does this statement mean that the TG found discrepancies between PB's published flow-through matrix and their actual experiences? If not, what caused the TG to be unable to make this	It is not possible by looking at an order to determine for sure whether it is flow through or not. There was no report available for TG track this. Therefore no determination was made.	315	WCOM	<p>When an order was qualified for flowthrough.....did this test validate that that orders actually flowed through?</p> <p>Did you generate any type of flow-through metric in this test?</p> <p>Just clarification of the response to 94 then for where it says it's not possible to determine for sure whether it is flow-through or not because I've always looked at the flow-through matrix to make that</p>	<p>I would have to do some follow-up investigation for that.</p> <p>I would have an answer after the next break.</p> <p>That's correct. That was not done.</p>

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					determination?				determination. Does this response mean that the TG did not make that comparison...as far as matching orders against the flow-through matrix so it is possible to make a determination if an order is flow through but that just wasn't completed.	
95	WCOM	Development	OSS Interfaces	TG 5.5.3.3	Did the TG receive OSS outage notifications via fax and/or email? How soon after outage was the notice received?	TG received outage notifications initially via fax starting in December 1999, transitioning to E-mail starting in July 2000. Timing of notice receipt after outages were experienced was variable, ranging from as little as 30 minutes to none at all.				
96	WCOM	Development	OSS Interfaces	TG 5.5.3.3	What does the TG consider the "peak processing period" for LEX transactions? (since slower perceived response time was noted during that processing period)	10:00am to 02:00pm PST				
97	WCOM	Development	OSS Interfaces	TG 5.5.3.3	What was the TG's typical order volume / load through LEX?	On average it was less than 30 a day.				
98	WCOM	Development	OSS Interfaces	TG 5.5.3.3	The TG states that the interval of time for status updates in LEX varied considerably. "This was attributed to the difference between flow through orders (processing almost immediately) and non flow through orders . . ." (pg 65) How did the TG draw this conclusion if based on pg 63 statement they could not ascertain if an order was flow through?	Conclusion made based on assumption that a flow through order FOCd within 20 minutes.	316	WCOM	Can you help me to understand how you decided that 20 minutes designated flow through? Right. But if somebody was sitting there waiting to get your order and quickly deal with it and send the SOC back since it doesn't look like you looked at flowthrough, what made 20 minutes the benchmark? I mean, a lot of things can happen in 20 minutes. How do you know it was flowthrough?	I believe the answer is 20 minutes, is what it's published as, the benchmark for what a flow through should complete in. Again, we don't know it was flowthrough. If we were looking at our responses and we saw orders that came back in about 20 minutes, for instance, we would assume those must have been flow-through orders, but we did not do that analysis. I don't know that you can do that.

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									And do you know if there's any way to look at an SOC or the reject or anything else to determine whether an order was flowthrough?	Taken as a Flow-Through question answered later.
99	WCOM	Development	OSS Interfaces	TG 5.5.3.3	For what percentage of TG orders was flow through experienced?	Unknown				
100	WCOM	Development	OSS Interfaces	TG 5.5.3.3	For what percentage of rejected orders, where the error message was manually sent, did the TG need to call the ISCC to obtain clarification?	This data not tracked, but a guess would be less than 5%	317	WCOM	Again, how did you guess 5%? You didn't count anything? You're just pulling these numbers from a gut? Would you think that a CLEC in business doing 5 to 10,000 orders a day that had to make calls on 5% of them would be able to actually compete effectively?	This is more of a gut feel. This is something that happened extremely infrequently. I can't answer that question.
							318	AT&T	Just back on 99: the question was what percentage of orders was flow-through experience? And you said unknown. Isn't there a performance measure for that, and did you look at that and see-- So, the TAM might know, but you don't know? So this group of questions...only the TG looked at these questions and gave us the written answers? If the TAM had a different answer or knew something different, they wouldn't have put the answer here?	The TG did not look at performance measure data. That is correct. In general, the questions were addressed to either the TAM or the TG, and that's how we responded to them. There are some questions that were addressed to both TG and TAM.
							319	XO/ATG	How was it determined who a question was addressed to? Our comments were not set up that way.	In the process of answering questions the TAM & TG did query each other when we felt it was appropriate. So we did get input from the other party where

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									Therefore, these answers are complete in your mind? They're not lacking one-half input? They are complete?	we felt it was appropriate. That is correct.
							320	AT&T	<p>Does that mean then that the TAM didn't check the Performance Measure of flow-through to determine the percentage of orders that flowed through?</p> <p>I thought...you were saying that you would go back and forth where appropriate...are you saying that that's more the case where you answered the questions as best you could and that was sort of the end of it? Because it would seem that this would have been an appropriate place to back to the TAM and say "Could you fill out our answer for us?"</p> <p>Just to clarify Kate Marshall's point...the answers that we have here reflect only input from one of the entities that were answering questions and not both.</p> <p>May I request that at least with respect to ATG's questions...we would like an update of our questions to make sure they are completely answered./// MCI Worldcom would request the same thing./// ATT would request the same.</p>	<p>These are complete in the TG's area of knowledge. I'm sure there are Performance Measure issues that the TAM will answer in regard to that.</p> <p>I think that's precisely why we're having this discourse right now is to assure that we have the best complete answer that we can. Again, the time frame...has been rather compressed, so it's been difficult at times to have full discussion and discourse on each and every one of the questions.</p> <p>In some cases that's true.</p> <p>Mr. Chang: We'll take the request--we'll try to give you a status by the end of the workshop...to make sure the answer is complete from both parties.</p>
							321	AT&T	the additional questions...although we again	...If a question was derived or a question was asked for

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									identifies where they came from, we hope that both the TAM and the TG will consider...that these questions are posed to both of them and that we want the answer from whichever entity is best able to provide it. ATG is not requesting that type of update. We are not requesting that there be second-guessing amongst the TG and TAM. We are asking that if the TG provided an answer, if the TAM has any input that they can provide. This is a data collecting, information gathering process. We would request that this happen so that we may have the most complete answer.	clarification on a specific statement made in the TG Report, the TAM really didn't feel that we should try to clarify or second-guess or try to assure what the TG was stating; therefore, we asked the TG to answer the questions. I understand what Kate is saying, and I think it's very wise. We will endeavor to do that.
101	WCOM	Development	OSS Interfaces	TG 5.5.3.3	Did the TG evaluate the ability to integrate LEX with the pre-ordering information received from VeriGate?	See answer above under 5.5.2.3				
102	WCOM	Development	OSS Interfaces	TG 5.5.3.3	Please explain how TG's summary of LEX experience which states that "Response time in peak processing hours" was an area of difficulty is consistent with the TG's statement on pg 65 that there was no impact to order processing during the peak period.	The TG accessed via dial-up so impact to response time is an expectation. The response time slow down in peak hours was not a TG issue, just an observation.	322	WCOM	Excuse me, could you clarify your response to the answer above under 5.5.2.3? Where would we look to find that?	The TG Final Report, Section 5.5.2.3.
103	WCOM	Functionality	M&R	TG 5.5.4.2	Why were MLTs via PBSM only run on planned troubles?	The unplanned MLTs were performed on Loops, so there was no TN. PBSM cannot test a CKT number.				
104	WCOM	Development	OSS Interfaces	TG 5.5.4.2	Clarify statement on pg 66: "Post results of tests on non-induced MLT and non-induced post-SOC	TG recorded the results of the test and returned to TAM for updating of their spreadsheet.				

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					troubles to the spreadsheet maintained by the TAM team."					
105	WCOM	Development	OSS Interfaces	TG 5.5.4. 2	Where are the results of the TG's tests to determine the amount of time between SOC and the ability to run a MLT documented?	The TAM kept all of these results.				
106	WCOM	Development	OSS Interfaces	TG 5.5.4. 4	Provide more clarification about the "partial ticket" process. How does this vary from a manual process of calling to open a trouble ticket? Where did the TG find this process to be documented?	Entering a ticket via PBSM on an order that has not updated in Pacific internal systems, only passes part of the information to PBSM, so LOC would call TG for details so they could enter a "fake" ticket. If not using PBSM, then TG would call LOC and provide all details for LOC to create a ticket. TG did not find documentation on this, found out from working with LOC.	323	WCOM	<p>Did you attempt to open trouble tickets using PBSM after you received an SOC and sometimes find that you could not do so? Is that correct?</p> <p>Did you...look at the length of time that one cannot enter a trouble ticket for a customer and compare that, perhaps, to retail? This is a major issue that needs some sort of a work-around. Yet you don't mention this as one of the things that the TG would recommend be fixed. Is there a reason for that?</p> <p>How did you determine what you thought was a critical issue that needed to be brought out as a deficiency or a problem?</p> <p>Did you validate how long it took for the LSC to call you back and ask for details, whether this was a normal process or whether this had something to do with the fact that they knew that this was a test?</p>	<p>Although I believe when we get into more of the Functionality testing, we can probably answer that better, my recollection is yes, that that indeed occurred....we would start trying to enter trouble tickets soon after the SOC and would continue to do so until we were successful.</p> <p>From the TG's perspective -- and, again, our experience is not that of a real CLEC in all cases--it was not deemed as one of the top critical factors that we experienced.</p> <p>Factors that we took into consideration dealt with how long it took us to establish the interconnection and make it into production with PB, and I think you'll see many of the recommendations that we made had to do with delays encountered in establishing the interconnection.</p> <p>I don't know I can answer that at this point. We'd have to check with the people that did the test to see if there's further information on that.</p>
							324	ATG	Would the fake (trouble) ticket be	I guess this answer was written

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									treated as a real trouble ticket in terms of performance measure evaluations? In other words, would it be reflected as, say, trouble within 30 days of the order completing and you've got a trouble ticket out here, or would the trouble ticket not be reflected?	by the TG. I think I would need to confer with them a bit to find out exactly what they were referring to about fake ticket rather than go along a path that is not answering your question. They need to discuss that with the SME, who is not present at this time
							325	AT&T	<p>In the response, the TG wrote, "TG did not find documentation on this. Found out form working with LOC." What you're referring to there is that this process of calling the LOC and opening up this, quote, fake, unquote, ticket is not documented?</p> <p>Would you recommend that such documentation be provided so CLECs would understand how to do this?</p> <p>You were just kind of chatting with them and they said, "Oh, by the way, we can open a fake ticket for you"? Is that how it happened?</p> <p>Just so I understand, when this ticket was created, the LOC actually recalculated it in PBSM; is that correct?</p>	<p>That's my understanding.</p> <p>Again, I think we can talk about that in the recommendation time.</p> <p>Again, I'd like to confer with the SME that was holding the conversation.</p> <p>As far as we know, again we would need to verify that, that they had access to it at a higher level function and were able to do that, which we could not.</p>
							326	AT&T **	Once that ticket was created, were your reps able to pull that ticket up and view it? If the information was not complete, were your reps then able to go in and complete the ticket? Just logistically, how did this work	SEE TRANSCRIPT FOR 1-17-01 WORKSHOP. (2/12/01)

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									once it was created with this workaround?	
107	WCOM	Development	OSS Interfaces	TG 5.5.6.1	Why did it take from 9/7/99 to 10/8/99 for the TG to obtain DataGate documentation?	Please see section 5.2.4 Training Related Documentation for specifics regarding the iterative request process experienced.				
108	WCOM	Development	OSS Interfaces	TG 5.5.6.1	What is the distinction between the TG's tasks of: "Install/Compile DataGate Software" and "Build DataGate routines"?	"Install/Compile DataGate Software" involves the establishment of the SBC DataGate software itself on the TG computer to make the various components available for inclusion in TG custom developed routines or in other words, to "Build DataGate routines".				
109	WCOM	Development	OSS Interfaces	TG 5.5.6.2	Did the TG utilize DataGate in the same manner / i.e. for the same pre-order functions as VeriGate?	Both systems were used where necessary to obtain information needed. Final report documents for each system what functions were available for each system.	327	WCOM	Both DataGate and VeriGate were used in the manner necessary for the order type for the preordering activities that were completed?	That's correct.
110	WCOM	Development	OSS Interfaces	TG 5.5.6.2	How did the TG integrate DataGate with their EDI front-end system?	Specific data entry screens were provided for each required type of preorder transaction. These entries would be stored in a flat file and the Datagate process notified via a synchronous connection that would cause the Datagate process to read and process the file. This data would then be forwarded to Pacific and a response waited for. Once a response was received it would be processed, which entailed extracting the relevant data and storing in another flat file. The data entry process would then be notified of the response (successful or failure) and the associated file.	328	WCOM	<p>In the real world, a CLEC has a customer on the line, issues some sort of query through DataGate, takes the information in real time, tries to put it in their LSR, sends that order off to PB & hopefully the customer gets provisioned. That's what we refer to as integrating pre-order & order. Did you do that?</p> <p>On line real-time?</p> <p>And when you took information from....DataGate--you took it from--let's take address information. What function did you use?</p> <p>And were the fields and business</p>	<p>Yes, we did.</p> <p>On line real-time.</p> <p>Address Validation we'd use.</p> <p>We did find that it did work that way, meaning we did a service address validation, we retrieved the fields, and we brought that into our database. What I don't know....we may have had internal validation rules that we used then to populate the LSR prior to sending it on. I don't know the answer to that part.</p> <p>My architect tells me, yes, it was. The responses from DataGate were in fact parsed and tagged so</p>

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									<p>rules the same so that you could take that information and put it directly into your LSR with no changes? Were the field blanks and valid values the same between DataGate and the LSR?</p> <p>You did this with service address validation. Was that a fully parsed query? Was it returned in a fully parsed format?</p> <p>Did it automatically populate? Did the field lengths match? Did you attempt to do this with the customer service record as well, or did you just use the service address validation?</p> <p>And, again, you will validate whether this was done in real-time?</p> <p>Well, let me make sure that I understand "real-time" because I think what you're saying and what I'm asking may be different.</p>	<p>that we can take the data at the primitive level. We populated our database with the information...then we would populate (the LSR) from what was in the database that had been received from DataGate, yes.</p> <p>Just used service address validation.</p> <p>I could validate that it was done in real-time.</p> <p>Right.</p>
111	WCOM	Development	OSS Interfaces	TG 5.5.6.3	Why did the TG open Vantive tickets with the ISCC for DataGate problems (e.g. Vantive ticket 2755471) without opening an Exception Report as called for in Appendix C "Military-style Testing" of the MTP?	The TG did escalate these DataGate problems to the TAM on 2/1/2000 (Issue #46) in our weekly calls with the TAM, TAV, and CPUC teams.				
112	WCOM	Development	OSS Interfaces	TG 5.5.6.3	When the TG opened Vantive ticket 2755471 on 3/2/00, did the ISCC inform the TG that the issue was to be rectified in the upcoming 3/16/00 DataGate release? (reference pg 72)	No				

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113	WCOM	Development	OSS Interfaces	TG 5.5.6.3	The TG notes that other than testing problems, there were no issues with Product Feature Availability in DataGate. Does this mean that the TAM's Observation J which describes PFA issues is only applicable to those orders which were sent via LEX?	The TG did not note additional PFA problems other than the testing problems noted above. The TAM may have additional information.				
114	WCOM	Development	OSS Interfaces	TG 5.5.6.3	What date did the TG request that PB provided a Dispatch test case for DataGate?	This request was made via conference call 3/10/2000 among the TG team and the Pacific AM.				
115	WCOM	Development	OSS Interfaces	TG 5.5.6.3	Was Vantive ticket 3586569 (pg 73) opened for a production or test environment issue with receiving Due Date transactions in rapid succession?	This was opened for inconsistent results encountered in a series of rapid-fire test transactions in the production environment preparing for a capacity pre-test.				
116	WCOM **	Functionality	POP	General	Why doesn't the report contain a section that itemizes the problems encountered during testing, which generally appear under "observations", identifies the TAM's efforts to ascertain the root cause, makes recommendations for solving the problems so that Pacific's OSS will function in the manner it is supposed to, and then proposes a method for testing the success of the solution?	THE REPORT DOES IDENTIFY PROBLEMS ENCOUNTERED CHOSE TO TITLE THE SECTIONS 'OBSERVATIONS' . THE TAM MAKES RECOMMENDATIONS FOR FUNCTIONAL CHANGES WHERE THE CLEC EXPERIENCE COULD BE IMPROVED IN THE SECTION TITLES 'RECOMMENDATIONS'. THE TASK OF IDENTIFYING THE ROOT CAUSE TO IMPLEMENT THE RECOMMENDATION WOULD BE HANDLED BY PACIFIC. THE CPUC WOULD DETERMINE IF AND HOW AN IMPLEMENTED RECOMMENDATION WOULD BE TESTED. (1/22/01)				
117	WCOM	Recommendations	Recommendations	General	How does the TA suggest that the PUC enforce any of the recommendations that are to be implemented after 271 approval?	It is up to the CPUC to determine if the recommendations have been satisfactorily addressed or implemented				

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118	WCOM	Functionality	POP	General	How did the TA determine whether or not to revise the MTP in light of developments such as the retirement and introduction of interfaces, which render some of the test subjects obsolete?	All test cases were processed through the interfaces stated in section 4.3.3.1 of the MTP, which are still current interfaces in the PB OSS.	293	WCOM	"Did you make any attempt to find out how the OSS interfaces that Pacific was going to make available to CLECs was going to change, whether interfaces -- new interfaces would be introduced, old interfaces would be retired?" " Okay, but my question was: Did you make any attempt to find out on an ongoing, proactive forward-looking basis what types of interfaces were going to be available to CLECs."	"Actually, the interfaces that were listed in the master test plan were still active and available and they were utilized." "No, I did not. This test was done basically if you can imagine a snapshot in time."
119	WCOM	Functionality	POP	Appendix I	This appendix lists daily issues which occurred throughout the test, however does not provide details of the issue, actions taken, resolution, and re-tests, etc. Overall questions which should be answered for each of the issues: 1. Was this problem investigated? 2. Was root cause determined? 3. What were the volumes affected by the problem? Did the issue reoccur? If so how often and why was it not resolved during previous occurrences? 4. Was a fix found for the problem? 5. Was the fix implemented? 6. Is it possible that CLECs may face this issue again in the future? 7. Did the issue affect Pacific?	This appendix provides the daily working papers of the TAM monitoring team. It's intent was not be an issue log but rather to document observations for discussion, investigation, and reference as the TG operated as a CLEC. When daily log entries were found to be an issue they were recorded on the master Issue log found in Appendix B.				
120	WCOM	General	Support	General	Did the TAM assess whether the TG was accorded special treatment? What level of PB	The second visit to the LSC was to determine if the CLEC's were turned within the Center. This is				

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					support was provided? Is this the same level of support that any commercial CLEC would receive?	another way of saying were there individuals who only handled certain CLECs. Turfing could constitute unfair treatment between CLECs. As documented in the Visit of the LSC there was no Turfing except for the Customer Care Group who are Service Managers assigned to specific CLEC accounts. The Customer Care Group handles Service order Questions and all calls are processed through an Automatic Call Distributor, which is monitored by the Group Managers. Reference APPENDIX L Pages 411 through 413				
121	WCOM **	General	Support	General	How was the test Account Team selected and instructed to ensure the impartiality of the test?	PACIFIC BELL WOULD NEED TO ADDRESS ANY QUESTIONS CONCERNING THEIR INTERNAL PROCESS OF RESOURCE ASSIGNMENT AND IDENTIFICATION. 2/8/01				
122	WCOM	General	Training	General	What steps were taken to ensure that the TG received the same training and orientation as any other CLEC in production?	The training attended was determined by an evaluation of the TG of what was needed to perform their duties and by accessing the Pacific training web site to determine what training was available.				
123	WCOM	General	Roles	1.2.1	Are CLECs afforded the same access to Pacific SMEs as the TG was?	The TG, as the Pseudo CLEC, was assigned an Account Manager with whom they interfaced for problems. The AM was responsible for resolving problems though the Pacific SMEs.				
124	WCOM **	General	Roles	1.2.1	CG created a test bed of accounts via PB. PB created the	CG DID NOT CREATE THE TEST BED OF ACCOUNTS.	167	AT&T	I'm still unclear as to how impartiality (blindness) was	These accounts, these embedded test accounts were retail accounts

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					CSRs for these accounts. How was impartiality assured?	PRIOR TO THE TEST BED ACCOUNTS BEING USED FOR TESTING, THE TAM REVIEWED PACIFIC CREATED CSRS AND SENT REQUESTS TO CHANGE ANY PARTS OF THE CSR THAT WERE FOUND TO POTENTIALLY COMPROMISE IMPARTIALITY OR BLINDNESS OF THE TEST BED ACCOUNTS. (1/28/01)			assured if Pacific Bell was the entity creating and sent a request, the request to change. Can you give an example of how a CSR that you used may have comprised impartiality in the TAM'S opinion?	and a few resale accounts, set up for us to process conversions. Our contact and only contact with Pacific on receiving the information concerning these accounts was with their OSS test team that was assigned specifically to this test. In reviewing we found that there there were names repeated in the customer name field and there were also names that did not seem to be realistic. We requested that Pacific correct those names and supply different names that were more unique so that if the orders would come to manual attention, they would look like any other local phone group.
125	WCOM	Capacity	Volume Stress	3.2	A- Clarify “the pre-order test count had discrepancies.” What does this mean? Were there missing responses, time outs, missing data?	Item A stated that the pre-order count reconciliation identified no major discrepancies in the pre-order counts between the TG and Pacific. Of the 42,762 pre-orders submitted by the TG for Verigate and DataGate there were 42,723 that could be reconciled. 39 pre-order transactions for CSR forced error queries where not sent during the test by the TG so these were not tested. Pacific had 21 additional queries in their counts over what the TG had sent that we could not reconcile. It is possible that these may have been queries that were performed during the Functionality testing but the TAM was not able to verify this. Based on the 21 queries that could not be	31	WCOM **H	I am concerned about where this data was kept, and why it is not possible for you to verify where a problem occurred that you are now providing a factual number about. Can you help us understand how that happened?	THE TAM HAS THE PRE-ORDER DATA. AS THE ORIGINAL ANSWER STATES, ALL 42,762 PRE-ORDER QUERIES SUBMITTED FOR THE CAPACITY TEST WERE RECONCILED. (2/12/01)

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						reconciled and the 42,723 queries that could be validated the factor for the non-reconcilable queries amounted to .049%, which was considered a minor discrepancy.				
126	WCOM	Capacity	Volume Stress	3.2	E - What happened to orders with non-valid terminators? Shouldn't they have been rejected?	Of the orders with non-valid terminators sent by the TG during the Volume Stress Test, 657 were rejected by Pacific's systems. However, 143 of the orders were flagged by their systems as exceptions. The TG has recommended that Pacific modify their systems to provide an appropriate edit check to consistently report these types of errors. Please refer to section 4.2.1.5.2.3 in the TAM Final Report for the test results of the Combined Pre-order/Order Volume Stress Test. Section 3.10 Recommendations includes the TAM recommendation for the terminator problem.	32	WCOM/AT &T **H	<p>Shows that some orders with non-valid terminators got rejected, but some didn't. Did you do a root-cause analysis to find out why this happened? Was it random?</p> <p>What Pacific system does the first edit of that EDI?</p> <p>I'm really struggling with this notion that there was inconsistency in the application of the rule.</p> <p>We would appreciate an understanding of whether the discrepancy, in handling records, is based on an identification of the source -- meaning the CLEC identifying the CLEC -- or if this is some kind of rule or coding or logic error.</p> <p>And we would like a further understanding of how the CLECs were handled differently.</p>	<p>What happened in the third hour of the test -- and, remember, we were using four different pseudo CLECs during the test. During hour three, all of the orders that were sent had an invalid terminator between EDI files. The way three out of the four pseudo CLECs are processed by Pacific, they are -- it's slightly different than the fourth CLEC. (Discovery had a very low volume of orders throughout the test. That pseudo CLEC was handled -- had different processes in place for the EDI that came through the systems.)</p> <p>I am not sure.</p>
127	WCOM	Capacity	Volume Stress	3.2	F – How was the “combination of pre-order and order tested?” Were these discrete transactions? Did CG ever attempt to use pre-order information to pre-populate orders?	Pacific's pre-order and order systems for the Combined Pre-Order/Order Volume Stress Test were tested concurrently. The order test ran for 6 hours while pre-orders were entered on hours 2, 4 and 6. Pre-orders and orders were selected from the test bed				

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						accounts provided by Pacific prior to the test. Pre-order information was not used to populate the orders for the test which was permitted by the MTP under section 6.6.5.2, item 1, which stated that pre-ordering and ordering capacity tests could be executed independent of each other.				
128	WCOM	Capacity	Volume Stress	3.2	H – It appears that PB failed the performance metric for FOC time? Is this reflected in the 10 items that must be fixed prior to 271?	The intent of the Combined Pre-order/Order Volume Stress Test was to degrade Pacific's systems to identify at what point their systems performance would be affected by a significant volume rate of orders applied to the OSS systems. In other words, the TAM expected Pacific's systems to be outside the average benchmark intervals for this particular test. The purpose of the test being to evaluate the robustness of their systems and assist the TAM in evaluation and predicting the capacity reserve available from the OSS systems. This test was over and above the requirements specified by the MTP for testing Pacific's Pre-Order and Order systems during the independent tests. The evaluation of the independent pre-order and order tests showed that Pacific's OSS did meet all the benchmarks for average intervals required by the JPSA measurements. Based on the TAM's testing, Pacific did meet the benchmarks for FOC time on				

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129	WCOM **	Capacity	Scalability	3.2.2	Did the TG find that manual processes worked as they are supposed to? Did any automated processes fall to manual? Was this documented? Was the root cause examined, remedied and re-tested?	the two MTP required tests. THE TG SUBMITTED 72 FAX ORDERS TO PACIFIC DURING THE ENTIRE OSS TEST. ALL FAX ORDERS WORKED AS THEY WERE SUPPOSED TO. THE TG IS NOT AWARE OF ANY AUTOMATED PROCESS FAILED TO MANUAL DURING THE TEST THEREFORE THERE IS NOT DOCUMENTATION OF AUTOMATED PROCESS THAT FAILED TO MANUAL AND NO ROOT CAUSE WAS PERFORMED SINCE THERE WAS NO FAILURE OF AUTOMATED TO MANUAL PROCESSES. 2/8/01	21	WCOM **H	You said that you did not evaluate manual processes, yet there is no answer here.	THE M&P OF INTERNAL MANUAL PROCESSES WAS REVIEWED AND DOCUMENTED, BUT NO EVALUATION OF THE APPLICATION OF THESE WAS PERFORMED. (2/12/01)
130	WCOM	Processes	Change Mgmt	3.5.1.1	-What does TG mean by “Concerns” Are these Exceptions?	"These are items excluded from the defined process, which could affect the current and future relationship between the ILEC and CLECs.	77	WCOM **H	Did the concern noted in this question make its way into the recommendations?	THERE WERE THREE CONCERNS ADDRESSED IN THIS SECTION. THE ACCESSIBLE LETTERS AND FUTURE OF CM PROCESS ARE DOCUMENTED RECOMMENDATIONS. THE PACIFIC CM DOCUMENTATION IS ADDRESSED IN SECTION 4.5.5.3 OF THE FINAL REPORT. (2/9/01)
131	WCOM	General	Training	3.6.3.2	How does the training material fail to provide the breadth needed for the attendee to take the course and to teach others?	The training material provided a mirror of what was taught for the screens. Additionally, it provided the direction of when to cover the screen and when to do an exercise and what the exercise should be. It could be used as the teaching material, but an instructor needs to understand the breadth of the subject rather than just repeat what they were				

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						taught. The in-depth understanding required in a 'train the trainer' program should provide the 'instructor' the ability to field student questions				
132	WCOM	General	Training	3.6.3.2	Why must the CLEC purchase the file layouts opposed to them being provided by the ILEC?	The CLEC is NOT REQUIRED to purchase the documentation. However, if they want or need a copy of the file layouts, this information is available only in documentation created by an independent company and it is not the policy of this ILEC to provide this. This is addressed as a category 2 recommendation on pg. 9 and in section 4.6.4.2.1 on pg. 198. The TAM recommends that the ILEC provide one copy to the CLEC.				
133	WCOM	General	Issues	3.8	Issues. Why were the six items identified as jeopardies? How were the 43 issues resolved?	The definition of a jeopardy is “an Issue item which has reached a point of critically impacting test performance and/or schedule”. The 6 items referred to in this question were escalated to jeopardy status due to their impact on test schedule. The 43 identified issues were resolved through discussion and activity as detailed in each issue's narrative.				
134	WCOM	Functionality	POP	3.9	Where does the report document the inability to move a customer between the North and South areas?	Sections 4.1.1.1.3 and 4.1.1.1.7 describe this situation.				
135	WCOM	Functionality	POP	Table 4.1.1-2	Why were the majority of UNE-P orders for the functionality test submitted through LEX?	In spite of Test Planning Exit Criteria being incomplete, test orders were initiated on 12-8-99, under the direction of the TAB to begin the test. At this point, only UNE-P accounts through LEX	383	AT&T	Was that TAB or was that TAM? So this was under the direction of the TAB that the test commenced?	That actually did happen in a TAB meeting. Correct. No.

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						could be processed. The CLEC/TG Interface Process completion on 4-16-00, the availability and pre-provisioning of most collocation facilities for UNE loops by mid April, the availability of the EDI interface in March 2000 and the subsequent requirement for Managed Introduction all contributed to a delay in issuing UNE loop orders. By the time UNE loop orders could be started, the required number of UNE P orders had been issued.			Is there any rule in the master test plan that placed a maximum number of UNE-P orders?	
136	WCOM	Functionality	POP	Table 4.1.1-3	– What happened to the missing orders? What procedures does PB have in place to track missing orders?	Assuming this question refers to the difference in totals between Table 4.1.1-2 and Table 4.1.1-3, the 'LSRs issued' were the test cases handed off to the TG to enter LSRs and the 'LSR Completions' were those test cases for which the TG reported a SOC to the TAM. The difference is made up of test cases, which were abandoned or canceled due to incorrect order details or no access at the friendly's address.				
137	WCOM	Functionality	POP	4.1.1.4	– Was migration as specified for UNE-P tested?	Yes, according to the MTP Table 6-1 and Section 6.3.2 under Scenarios item 2 (Ordering) and MTP section 6.3.5.2, conversion as specified test cases were issued. Final Report Section 4.1.1.2.2 includes Conversion of Service to New CLEC aka Conversion as Specified in the scope of the test.				
138	WCOM	Functionality	POP	4.1.1.5	– Did CG attempt to use information obtained from pre-	Accounts were pre-validated by the TAM prior to test case				

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					order transactions to create order transactions or were all orders pre-validated?	assembly for the TG to exclude errors, which were out of the scope of the test. With the order details, similar to what a CLEC representative retrieves when the customer calls, the TG proceeded with pre-order and order activities.				
139	WCOM	Functionality	POP	4.1.1.5	What pre-order system did CG use to look up the zip code for each customer address? Is this also available to CLECs?	As described in section 4.1.1.1.7, the TAM used the US Post Office Zip Code Directory, which is available in hard copy or on the Internet.				
140	WCOM	Functionality	POP	4.1.1.6	– Why a list provided by PB used for the test?	There is no section 4.1.1.6 in the TAM final report. We are assuming this question references section 4.1.1.1.6, and are answering in regard to the OSS Test Bed Accounts sheets provided by Pacific. MTP 4.1.1 (Account Environment) states “Pacific, under the direction of the TAM, will provide test accounts that will be used to reconfigure change and disconnect services for the purpose of THIRD PARTY OSS INTERFACE TESTING.” The sheets reference in section 4.1.1.1.6 are referring to the information provided by Pacific to satisfy this requirement.				
141	WCOM	Functionality	POP	4.1.1.1.7	How are CLECs to obtain order information that is not provided through pre-order (CSR)?	Under ACTIVITIES, Paragraph 4, Items A and B, steps in a real world procedure of getting Customer Information prior to CSR validation is provided. Further information can be obtained by contacting the customer.				
142	WCOM	Functionality	POP	Table	Please explain how UNE-P	a) Table 4.1.1-5 provides an	285	WCOM	"Could you attempt to explain this	" This table was created by our

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				4.1.1-5	orders could have required a hot cut. How were flow-through percentages calculated for these orders?	example based on a statistical analysis relating to the number of transactions to be issued per product type, Table 4.1.1-2 shows the actual scenario type for UNE-P. There were NO hot cuts for UNE -P. b) b) Flowthrough was calculated on the availability of flowthrough for the product with a factor for manual error. This table depicts target sample sizes.			table (page 66) to me? Our specific questions were -- you show UNE-P orders, I think, that require coordinated hot cuts, and you say that 18 percent or 90 -- I don't understand this (indicating). Can you help me?"	statistical group early in the test on the basis of some retail data from -- and wholesale data from Pacific. So I'm going to take it back to them and qualify the fields that they placed on here."
							286	WCOM **	"I mean there are no hot cuts for UNE-P. It's either migrated or a new install. It's not subject to the hot cut process, so I am confused. I also would like to understand -- you said you didn't calculate flowthrough this morning. And yet it says here that you calculated flowthrough on the availability of flowthrough for the product with a factor for manual error. How did you calculate that flowthrough, and where did you come up with the manual error calculation? I believe UNE-P is supposed to be flowthrough."	TARGET SAMPLE SIZES WERE CALCULTATED WITH THE ASSUMPTION THAT FLOWTHORUGH WOULD OCCUR BASED ON THE MTP APPENDIX D (FLOWTHROUGH PLANS) BUT WOULD BE LESS THAN 100% DUE TO START UP PSEUDO-CLEC ERRORS. (2/12/01)
							287	WCOM	" Can you just explain to me how this relates to the discussion we had earlier that TAM wasn't evaluating flowthrough?" "So if I understand what you just said, there were 120 UNE-P hot cuts during this three-month period that you -- for which your team retrieved data?"	" I think that a lot of the confusion around this table stems from the fact that it was generated early in the test to try to determine the mix of orders, and order processes, order activity that will be handled in our test. And what the statistical group had done early on was retrieve Two months (Sept. Oct.) of Pacific Bell production data

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									" So they didn't know that UNE-P is not a hot cut product? "	prior to our starting the test."
									" And then later they changed the numbers because they figured out what they really had to do? In other words, how would you have -- if you can't have a UNE-P hot cut, how could you have a statistician tell you to issue X number of statistically valid UNE-P hot cut orders?"	" No, that is not accurate. What they were using was the production data from Pacific to determine the mix of activities and then coordinated that with how many orders we would need on our test to achieve that same statistical validity." " I'm sure at the beginning when the statisticians were doing this, they were just checking numbers and not really paying attention to the order type and activity. They were just putting the numbers together from the items and the data they had." " Well, I'm sure, Ms. Lichtenberg, we didn't issue any UNE-P hot cut orders. So I would suggest that TAM go back and clarify the situation and, you know, provide an explanation of what happened, what has happened since the beginning of that table."
143	WCOM	Functionality	POP	4.1.1.2.7	What solution was identified for the problem of due dates preceding the issue date?	As previously answered in question 4.1.1.2.7 (H), Item H states, the IS CALL CENTER was contacted by the TG to issue a report and the resolution was not communicated to the TG when the ticket was closed.				
144	WCOM	Functionality	POP	4.1.1.2.7	E – explain the sub-location problem. Did the sub-locations exist on the CSR? What tool did CG use to determine customer addresses? How did PB fix the	The problem with the sub-locations was strictly related to the Test Accounts generated by Pacific for this test and was not a factor of the type of test case.				

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					problem? How did CG ensure that this did not compromise blindness?	Pacific established multiple test accounts at several of their building locations. During investigation of this issue with the Pacific OSS team, the TAM learned that these multiple accounts at one main address affected the number of sub location selections which would display when a CSR inquiry was made. The TAM requested the sub-location for all test accounts from Pacific and the test case was then issued with the sub-location if applicable. This would not be an issue for a real CLEC as they would have their own customer database and would know if a sub location applied when issuing an order.				
145	WCOM	Functionality	POP	4.1.1.2.7	G – How can more robust pre-production testing correct PB's failure to update Verigate?	During the Managed Introduction Period or testing of Verigate, the CLEC's should ensure that testing of the application is more precise to their needs ensuring all corresponding CLEC profile tables are updated at Pacific.				
146	WCOM	Functionality	POP	4.1.1.2.7	J – How many orders had the incorrect features provisioned or had missing features? Why did features become unavailable subsequent to the initial order.	a) TAM stated the observation. Also a Category 3 Provisioning recommendation included in Table 3.10-1 TAM Recommendations was included for incident. (Post SOC Process) b) The TAM did not audit the internal Pacific system updates				
147	WCOM	Functionality	Billing	4.1.1.2.7	K – Late posting of orders is a significant problem. Do customers who migrate to CLECs but whose orders have not updated on the PB side continue	a) A Category 2 Pre-Order/Order/Prov recommendation included in Table 3.10.1 addresses this issue.				

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					to receive PB billing?	b) No, billing reflects the effective date of the order not the system update period.				
148	WCOM	Functionality	POP	4.1.1.2.7	L- How did the service type change from the initial order to the actual provisioned order? Was this a result of incorrect manual handling?	a) A Category 2 Pre-Order/Order/Prov recommendation included in Table 3.10.1 addresses this issue. b) The TAM did not audit the internal Pacific system updates	294	WCOM	"Question 148, this is back again to, perhaps, some other change to an order that had already been provisioned where the service type changed from the initial order to the actual provisioned order, and my question was: How did it happen? And the answer here is: We don't know. But you do state that you've made a Category 2 recommendation and you send us back to page 42 of the final test plan where you say that after an account has migrated to a CLEC, any changes made to the account by Pacific must be notified to the CLEC, both verbal and written. I'm confused about why, once a customer has migrated to the CLEC, that any changes would be made by the previous owner of that account without a direct request from the current owner. Can you help me understand what you meant by this recommendation?" " Even though your answer here sends me back to that recommendation, that's exactly why I'm asking."	"Sherry, we've been -- we've scheduled recommendations to be discussed tomorrow. We prefer to handle all of them at that time" "Actually, I believe the question that you had asked is: ""How could that happen?"" rather than, ""Why was it a recommendation?"""
							295	AT&T **	"HOFFMAN:That's the one that they said they could take under advisement. MS. LICHTENBERG: That's under advisement, and then tomorrow	A CATEGORY 2 PRE-ORDER/ORDER/PROV RECOMMENDATION INCLUDED IN TABLE 3.10.1 ADDRESSES THIS ISSUE. THE

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									we will take up the recommendation cost."	TAM DID NOT AUDIT THE INTERNAL PACIFIC SYSTEM UPDATES (2/12/01)
149	WCOM	Functionality	POP	4.1.1.2.7	X – How often did PB install a customer line as an incorrect service type? How will CG's recommendation fix this problem if it is caused by errors made by PB service reps?	a) A Category 2 Pre-Order/Order/Prov recommendation included in Table 3.10.1 addresses this issue. b) Pacific rather than rejecting the new request for invalid service type should validate any previous activity on the accounts.	296	WCOM	"How often did the problem of the incorrect service type happen? Your answer doesn't give me the statistical information of which I'm interested."	"Basically these are obviously -- I think Ms. Pritts has mentioned this several times -- observations that we were making as we were observing the test generator entering orders. We did not go into detail on the function that came out of that -- those observations or any further clarifications that the test generator may have done. We will certainly confer with the test generator and see if we can obtain the information."
							297	WCOM **	"Apparently more than once a correct order was issued by the test generator and the incorrect result happened in Pacific Bell. Those obviously would have a significant impact, not just on the customer, but also on a CLEC in terms of further work against that account, in terms of billing, et cetera. Did you track the number of times that that happened?"	THE NUMBER OF INCIDENTS WERE TRACKED BY THE TG AND ARE DOCUMENTED IN THE TG ACTIVITY LOG UNDER THE TG ORDER ARCHIVE.ZIP AS PART OF THE SUPPORTING DOCUMENTATION. (2/12/01)
150	AG-CPA	Recommendations	Recommendations	Table 3.10-1	Can we assume that, outside of the 10 Category 1 recommendations, you have found that Pacific Bell's OSS provide nondiscriminatory access to CLECs? Yes or No? Why?	We have found that Pacific's systems have performed at a level that satisfies the requirements of the MTP.	3	ATG **H	Do you feel that the LEX interface was sufficiently tested with respect to UNE basic loop, DS1 loop, UNE assured loop, and xDSL loop given that you only tested 1 percent of your orders through that interface? Or do you feel that the EDI was the interface that was sufficiently tested and LEX was not sufficiently tested?	YES, LEX WAS SUFFICIENTLY TESTED. THE SPLIT OF ORDERS, BETWEEN EDI AND LEX, WAS REQUESTED BY THE CPUC, AS EXPLAINED BY PETER CHANG IN THE 1/17-1/19 WORKSHOP. (2/9/01)
							5	WCOM **M	In the functionality test, the highest percentage of UNE-P	THE SPLIT OF ORDERS BETWEEN EDI AND LEX WAS

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									orders, UNE loop with port, went through the LEX interface rather than the EDI interface. Given that, what is your comment on whether functionality of the EDI interface for UNE loop plus port was tested to a sufficient extent to say that that interface works properly?	REQUESTED BY THE CPUC AS EXPLAINED BY PETER CHANG IN THE 1/17-1/19 WORKSHOP. (2/9/01)
							10	XO **L	Can you just give me the citation in the master test plan for the 80/20 distinction?	THE 80/20 DISTINCTION IS IN MTP SECTION 6.4.4 FOR CAPACITY TEST. THE SAME APPLICATION TO FUNCTIONALITY WAS REQUESTED BY THE CPUC AS EXPLAINED BY PETER CHANG IN THE 1/17-1/19 WORKSHOP. (2/9/01)
151	AG-CPA **	Recommendations	Recommendations		Can we assume that, outside of the Category 1 recommendations, you have found that Pacific Bell's OSS are reliable and scalable? Yes or No? Why?	The TAM has identified 3 categories of recommendations, all which should be addressed/implemented to insure the reliability and scalability of PB OSS. YES, WE HAVE FOUND THAT PACIFIC'S OSSs HAVE PERFORMED RELIABLY AND HAVE MET THE DESIREABLE CRITERIA OF SCALABILITY. (1/22/01)				
152	AG-CPA	General	Other		Does Cap Gemini attest that the Pacific Bell's OSS used by Nevada Bell provide nondiscriminatory access to CLECs in Nevada?	The Cap Gemini effort in this test was strictly for CA only. No reference was made to NV				
153	AG-CPA	General	Other		Were any visits made to Nevada Bell LSCs, LOCs, or Central Offices? If not, how does this impact acceptance of Pacific Bell	The Cap Gemini effort in this test was strictly for CA only. No reference was made to NV				

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					test results for Nevada Bell, particularly for provisioning and maintenance where local practices can be very different using the same systems.					
154	AG-CPA	Performance	Statistics	3.4	In 3.4 of the TAM Report, you say, "Performance Data analyzed revealed that the pseudo-CLECs generally received parity service levels from Pacific." What does "generally" mean in the context of the Telecommunications Act?	In this context, "generally" means for most measures for most months, parity was achieved. The use of the word "generally" is not a technical term, but an informal one. Therefore, it means nothing in the context of the Telecommunications Act, but is rather a summary of data that may have specific meaning in the context of the Telecommunications Act.	53	WCOM **H	Could you elaborate, if at all possible, on the performance that the pseudo CLEC received during the test in terms of both the benchmark and the critical value? Also, what does this percentage relate to, (which entity?) Could you explain the sentence: It is of some interest that pseudo CLECs usually have a better rate of meeting benchmarks. How do you intended to use the word parity service levels in that passage because parity, in general, assume -- has been assumed by the parties at the Commission, I believe, to refer to a statistical test of parity. Were you intending parity in that sense?	AN INDIVIDUAL ENTRY IN THE ROSE REPORT IS EXAMINED TO SEE IF THE AVERAGE BENCHMARK COMPUTED MEETS THE BENCHMARK. IF IT DOES, THIS IS COUNTED AS A SUCCESS; IF NOT IT IS COUNTED AS A FAILURE. THE PERCENTAGE IN THE TABLE IS THE PERCENTAGE OF SUCCESSES. THERE WERE NO CRITICAL VALUES IN THE STATISTICAL SENSE. THE TAM REPORTED RESULTS OF THE STATISTICAL ANALYSIS OF PACIFIC PERFORMANCE DATA. THE REASON BEHIND DIFFERENT SERVICE LEVELS IS BEYOND THE SCOPE OF THIS TEST. PLEASE SEE THE TRANSCRIPT FROM THE 1/30 WORKSHOP. THIS IS NOT A TABLE ABOUT PARITY. THERE IS NO PACIFIC BELL DATA. THE CLEC AND PSEUDO-CLEC AVERAGE BENCHMARKS ARE COMPARED TO THE PRE-SET BENCHMARKS. PLEASE SEE THE TRANSCRIPT FROM THE 1/30 WORKSHOP. (2/9/01)
155	AG-CPA	Functionality	POP	3.1	P-45. What are the results of the further evaluation of Pacific's DS1	The TAM has no knowledge of any effort being conducted				

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					service completed outside the test effort?	outside of this test. Any inquiry on this subject must be submitted to the CPUC.				
156	AG-CPA **	Functionality	POP	4.1.1. 2.5	P-66 Table 4.1.1-5 Number of Orders per Product. Why is percent flow-through always at 90%?	FLOWTHROUGH WAS CALCULATED ON THE AVAILABILITY OF FLOWTHROUGH FOR THE PRODUCT WITH A FACTOR FOR MANUAL ERROR. THIS TABLE DEPICTS TARGET SAMPLE SIZES. (1/22/01)				
157	AG-CPA **	Performance	Perf. Measures	3.9 F	P-36. How are you going to determine if PMs 5,6,15,16,19 and 22 achieve the parity/benchmark if statistical data was not available for evaluation?	THESE MEASURES WILL NOT BE EVALUATED. (1/26/01)				
158	AG-CPA	Functionality	POP	4.1.1. 3.8 A	P-86. Does Pacific Bell do scheduled testing at each CO to ensure that all MLT machines are functioning properly, and can corroborative data be submitted?	From the problems encountered with the MLT Test Shoes at the Sacramento 11 CO, it does not appear that there is scheduled testing or maintenance performed on the MLT machines. That is reason for the TAM recommendation for a regular testing and maintenance routine being performed on these machines at each CO.				
159	AG-CPA **	Functionality	End User	4.1.3. 7	P-105. Is it Pacific Bell's policy to have their technicians give CLEC technicians binding post information? Is there any available policy and documentation of training available?	ASSESSMENT OF PROCEDURES FOR FIELD INSTALLATIONS WAS OUTSIDE THE SCOPE OF THE MTP. (1/22/01)				
160	AG-CPA	Performance	Perf. Measures	4.3.3	P-161 Para 4.3.3 states "The TAM encountered several difficulties in reading and interpreting the data provided by Pacific. In several instances, the data provided was incomplete	As stated in section 4.3.3, sections 4.3.3.1- 4.3.3.3 detail data issues with the Rose and Purple reports uncovered during the statistical analysis. Also Section 4.3.4 (Test Data	41	WCOM **M	We would find it most helpful to have a precise accounting of the different number of difficulties that fell into each of these categories and not an example but an exact list of all the difficulties.	A LIST OF THE DIFFICULTIES CAN BE COMPILED BY REVIEWING THE DETAIL IN SECTIONS 4.3.3.1 THROUGH 4.3.3.3 (2/12/01)

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					and/or inaccurate.” Can you explain what this means in detail and what data specifically is being referenced, and if the problem has been corrected?	Validation) and Section 4.3.5 (Recommendations) describes difficulties such as: - difficulty reading the data files due to software format issues - inability to verify business rule exclusions for all months because the data for each Performance Measurement was after Methods and Procedures were applied - inability to validate Performance Measure 1 due to no detail raw data from Pacific With respect to the problems being corrected, the TAM has not reviewed subsequent data since the Final Report was issued. The Performance Measurement recommendations of this report speak to the important issue of accurate reporting and suggest some approaches.				
161	ATG	General	Other		Can the TAM conclude based on the results of the test performed in California that the Pacific OSS used for CLECs operating in California is exactly the same as the Nevada Bell OSS that is used by CLECs operating in Nevada?	This effort was performed solely within California, and no reference was made, or is inferred, to any Nevada system.				
162	ATG	General	Other		Was any analysis performed as part of this test to determine differences between Pacific’s OSS available in California versus Nevada?	No analysis was performed outside that detailed in this final report, and solely for California.				
163	ATG	General	Other		Can TAM attest that the results of the OSS test performed in California are equally and in every respect	No attestation outside California has been or will be made through this final report.				

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164	ATG	Performance	Perf. Measures	4.3.4	applicable to Nevada? The report indicates that April and July were used to validate whether or not Pacific was including all relevant Pseudo-CLEC activity, and that April was selected because that was the month functionality testing through EDI was initiated. Does this imply that no validation of the performance data was performed for months that functionality testing was being done using GUI interfaces for pre-ordering and ordering?	No. GUI testing was being performed in April. This month was selected to allow validation to be performed with both GUI and EDI being utilized.	42	ATG **M	At what point was the testing of the UNE-P, the UNE-loop-and-port completed? And then you went into the next phase where you started doing the other.	THE LAST UNE LOOP WITH PORT WAS ISSUED IN GUI ON 4-3-00 AND IN EDI ON 8-10-00. THE TEST WAS NOT DONE IN PHASES BY INTERFACE OR LOOP TYPE. (2/12/01)
165	ATG **	Performance	Perf. Measures		Does Pacific use the same processes and systems to record performance data for transactions made using GUI interfaces and using EDI interfaces?	THE TAM HAS NO KNOWLEDGE OF THE PACIFIC BELL INTERNAL PROCESSES USED TO RECORD PERFORMANCE DATA. (1/24/01)				
166	ATG **	Functionality	POP	4.1	The report states that “with the exception of DS1 service, statistically valid sample sizes of test case scenarios for each loop type were submitted.” Did the determination of sample sizes for each test case scenario take into consideration the relative levels of CLEC preordering and ordering activity using GUI interfaces vs. EDI? For example, Table 4.1.1-2 shows that out of the 157 LSRs tested for new xDSL loops, only 4 were tested using LEX, and the remainder were tested using EDI. Does this relationship reflect the distribution of LEX vs. EDI orders for xDSL loops placed by CLECs operating in Pacific’s service	a) NO, SAMPLE SIZES DID NOT FACTOR IN CLEC EDI AND GUI LEVELS. (1/22/01) b) THE TAM DOES NOT HAVE KNOWLEDGE OF THE LEX/EDI DISTRIBUTION FOR CLECs (1/22/01)	384	AT&T	Regarding Response B, which reads, "The TAM does not have knowledge of the LECs EDI distribution for CLECs," did you not have the performance measure disaggregation, which -- would show that distribution?	The question was in response to: Did we look at the CLEC distribution of LECs EDI to determine our distribution? And that's how that question was answered. We had the performance measurement, but we weren't looking at it to determine how we were going to distribute our orders. We tried to keep this independent pseudo-CLEC.

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167	ATG	General	Roles	TG 1.2.1 G	territory? What process was used by Pacific to assign an account team to the Pseudo-CLECs established by the Test Generator? How did that process compare to the process normally used by Pacific to assign account managers and an account team to a CLEC?	Pacific Bell would need to address any questions concerning their internal process of resource assignment and identification.				
168	ATG	General	Blindness	TG Pg 17	Where is there documentation describing “who, when, and why others at Pacific were necessarily advised of the true nature of the P-CLEC’s role?”	The Pacific AM may be a better source of this information. While the TG did not keep a specific log of this, it is the TG’s understanding that outside of the AM team, only a few Pacific resources were informed by the Pacific AM, and only after careful consideration to minimize overall risk to the blindness of the test.				
169	ATG	Development	OSS Interfaces	TG 4.5.5	The report indicates that TG’s efforts to access the E911 Gateway initially failed, and that support for the problems experienced by Blackhawk in entering transactions failed and were never resolved. The report also states that the TG test team was never able to successfully use the TN Query function for E911. Despite these problems, neither the TG Report nor the TAM report included improvements to the E911 gateway as recommended action items. Why not?	While the E911 support and system issues are well documented in the report, the TG certainly recommends that Pacific address this area. See section 4.12 Recommendations for Pacific in the TG report: - Pacific should ensure that clearer instructions and process for CLEC access to E911 MS Gateway are developed and implemented. - Pacific should ensure that the E911 TN Query function works.				
170	ATG	PseudoCLEC	Order	TG 4.8.2.1	1)TG describes “intermittent” problems when performing change orders, and concludes: “TG records could not explain this	1) The problem reached an impasse, as what the TG/TAM showed in their records did not agree with what Pacific had in				

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					discrepancy and calls to Pacific's LSC did not provide adequate explanations." Were the types of problems described by TG ever adequately explained or resolved? 2)Does TG believe these problems should be resolved by Pacific?	theirs. There was no further resolution. The orders were abandoned, and others submitted to replace them. 2) Assuming that TG and TAM records are correct, and looking at what was entered on the order forms we believe they are, then Pacific should have had an answer to help resolve this.				
171	ATG	PseudoCLEC	Order	TG 4.8.2.3	Why were only 2 GUI Orders tested out of the 569 total orders? Did the TG or TAM determine the distribution of GUI vs. EDI orders? What was the basis for the distribution?	The distribution of orders between GUI and EDI was a function of the TAM.				
172	ATG	PseudoCLEC	Order	4.8.2.9	1)The report cites ACTL rejects and indicates that this "problem was found to be a failure on the Pacific side to update table information." Does TG know whether or not this is a recurring problem; i.e., how often does Pacific update the appropriate tables and is there a process in place to ensure that it is done in a timely manner? 2)Was any effort made by TG or TAM to explore this problem beyond what is mentioned in the report? 3) Is there a recommendation to fix the problem?	1) NO, TG does not know. Probably a question for Pacific. This is an internal Pacific process and the TG does not know the answer to this. 2) No, there was a table update failure that was fixed. 3) No.				
173	ATG	General	Support	4.9.4	The report concludes that "while the LHD was generally responsive, the information conveyed was often misleading,	Yes, probably a training issue. Yes, should have been included as a recommendation. It is an area that needs improvement.				

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					resulting in considerable TG confusion.” Does the TG believe that the misleading information offered by the LHD is a result of training issues? Why did the TG not include in its list of recommendations any action items related to improving accuracy of information provided by the LHD? Does the TG believe that this is an area that requires improvement?					
174	ATG	General	Issues	4.11.1	1)The report suggests that the TG established a single toll-free support number for all four P-CLECs. Where was this number “published.” 2)Does the TG believe that the use of a single number for all four P-CLECs affected the “blindness” of the test?	1) This information was posted by CPUC on the CPUC Website 2) No, we used the approach that we, GXS, is a service used by the 4 P-CLECs.				
175	ATG	PseudoCLEC	Relationship	4.14	The report concludes that: “During production, when issues arose that required Pacific’s support, there was a much greater variability in the level of support received.” To what does TG attribute this variability, and does TG believe that Pacific should undertake efforts to improve and provide more uniform levels of support during production?	Variability in level of support is usually associated with the experience and attitude of the support person. As with any support organization, it would be good business sense to have continual improvement programs in place.				
176	ATG	PseudoCLEC	Relationship	5.1.2.2 a	The report states that the P-CLEC profiles are “owned an updated by the Pacific AM.” Please describe what updating of the profiles the AM performed. Did the AM input updated	Pacific may be able to provide more specifics on these questions. The TG’s understanding is that the Pacific AM arranged for the entry and maintenance of the P-CLEC				

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					information into the profiles on behalf of the P-CLECs? Is this the normal practice of Pacific AMs?	profiles. The initial profile development for Napa, the first CLEC set up, was performed through a series of interviews between the Pacific AM and the TG. As the other P-CLECs were set up over the next several weeks (rather than simultaneously which would have risked blindness), the Pacific AM and TG conferred to ensure any necessary profile differences were addressed				
177	ATG	PseudoCLEC	Relationship	5.1.2.3	Referring to the third paragraph in this section, what "potential liability" raised a concern regarding Pacific OSS test activities. Is the letter described in the paragraph available? Please show where in the log the letter is mentioned. Our review of the log indicates a 10/11/99 entry at 15:03 (entry 320) describing an e-mail to TG CLEC Mgr. Which Pacific Bell employees had access to the Interconnection agreement and the attached letter?	This letter is available at the CPUC in the un-redacted E-mail between the TG and Pacific. As referenced in the TG Report 5.1.2.3, the E-mail containing the letter is listed in contact log for October 11, 1999 at 15:03EDT (item #320). The E-mail was between the Pacific AM and the TG P-CLEC Manager. (The subject reference to another TG resource is incorrect.) The Pacific AM may know which Pacific employees had access to the ICA and attached letter.				
178	ATG	PseudoCLEC	Relationship	5.1.3.2 (I	Item 6 states: "Pacific AM ensures LSC is prepared to receive and process." Identify the dates that this occurred and any log entries describing the communications between the CLEC and the AM and between the AM and the LSC. Please provide the same information with respect to item (j)(8), concerning the processing of LEX orders.	TG was limited to reporting on contacts between the TG and Pacific. The Pacific AM may have information on their contacts with the LSC. TG informed Pacific AM of the first fax orders processed on 4/4/00 in contact log entries #2,225 and 2,226. TG informed Pacific AM of first LEX Reqtyp=M orders on 12/9/99 (log #769), and subsequent new request types on 1/19/00 (log				

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						#1132) and 4/7/00 (log #2293). Additional documents outlining the timing of new product type introduction can be found referenced in section 6.0 Appendices and Supporting Documentation (Managed Introduction Order Spreadsheets and P-CLEC Product Schedule).				
179	ATG	PseudoCLEC	Relationship	5.1.3.4	1)The report states: “Start-up activities, while requiring much interaction with the Pacific AM team, otherwise proceeded without serious incident.” Did TG recommend any process improvements that could simplify the start-up activities and reduce the need for interaction with the AM team? 2)Does TG believe that the quality of the AM team (e.g., level of experience, level of knowledge about processes, degree of helpfulness, etc.) assigned to a particular CLEC could affect ease with which a CLEC proceeds through the start-up activities?	1) No, the TG did not make any recommendations for process improvements. The TG recognizes that when competing entities have to establish contractual relationships that the process must involve complex legal and administrative processes. One of the reasons the process required so much interaction was due to the fact that the TG had to set up these relationship for four separate P-CLECs. 2) Yes, the TG believes that a critical success factor in the CLEC start-up experience is in working with a knowledgeable and helpful AM team.				
180	ATG	Development	OSS Interfaces	5.5.3.2	The report states: “While it was not possible for the TG to tell from looking at an order whether it was a flow-through or manually processed order, general guideline was that a FOC would be received within twenty minutes for flow-through orders.” 1)How did the TG determine that orders for which FOCs were returned within 20 minutes were	1) The TG had no way to know this for sure. 2) Usually measured in hours. Generally order FOCd the same day they were entered if not submitted too late. Do not have a specific measurement. 3) Only during preparation for the capacity test since all orders were				

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					flow-through orders? 2)How long did it generally take to receive a FOC for a manually processed order? 3)Did the TG ever attempt to determine which orders flowed through and which did not? 4)Did the TG ever attempt to determine whether orders that are designed to flow through, as reflected in the CLEC handbook, actually do flow through?	to be flow through orders. 4) There was no way to tell by looking at an order to determine whether the order was a flow through or not. No reports were available for this.				
181	ATG	PseudoCLEC	Managed Introduction	5.7.2.3	1)Under the subheading, Other Aspects, the report states that “with subsequent P-CLECs, Pacific was less strict on order volumes for those LSRs that had already been completed for Napa.” Why was Pacific less strict for the other P-CLECs? 2)If the test was blind, how would Pacific know that the experience with LSRs completed for Napa would carry over to the other P-CLECs.	1) Pacific was less strict after Napa as TG had already proved that they could successfully send a specific order type without impacting Pacific. 2) The key Pacific people involved in the testing were not blind to the test.				
182	ATG	PseudoCLEC	Order	5.8.2.8	Why were all of the DSL orders entered via EDI, and none through the GUI interfaces?	The distribution of orders between GUI and EDI was a function of the TAM..				
183	ATG	PseudoCLEC	Order	5.8.2.9.2	1) (TG) Under the subheading, NPAC Concurrence Issue, the problem provided as an example indicates that the supporting CLEC stated: “This TN has not been concurred in NPAC.” What does that mean? 2) The Pacific transaction had not	1) Both Pacific and the CLEC send a transaction to the NPAC. These transactions must match, else there is a reject. These transactions concurring means that they have matched.				

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					2)Also, please explain what is meant by the following statement: "NPAC had not been concurred by Pac Bell." 3)(TAM) Is the NPAC used in California the same as the NPAC in Nevada?	been successfully sent to the NPAC. 3) The NPAC is a national database.				
184	ORA	Performance	Statistics	4.4.3.5.1	The Report states that "it would be appropriate to apply a one-sided parity test to these [benchmark] measures to detect any discrimination in favor the Pseudo-CLECs." What specific parity test is being recommended by the Test Administrator and how should it be conducted?	No specific parity test was recommended. The discussion leading to the statement quoted above was a general recommendation that benchmarks be replaced where possible by parity measures. This recommendation is independent of a statistical test procedure. It was also pointed out in the discussion that if benchmark data is used, it would be more informative to report whether or not each request met the benchmark as opposed to the current reporting on whether or not the average met the benchmark. In general, the statistical test selected should depend on the characteristics of the data. However, statistical tests of benchmark data are often based on the binomial probability distribution, which uses counts of the number of times a benchmark was met and the number of times a benchmark was not met.	54	AT&T **H	Did the TAM perform any analysis of how the benchmark should be adjusted if they've proposed to use this other measure, as opposed to whether the average performance met the benchmark?	NO. PLEASE SEE THE TRANSCRIPT FROM THE 1/30 WORKSHOP. (2/9/01)
185	ORA	General	Blindness		What efforts, if any, were made to make ensure that the test constituted blind testing?	Maintaining dates for testing activities within test participants (TAM, TG, TA), insuring TG only				

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						had PB contact with their AM, CPUC/TA monitoring of all calls to insure no information was divulged to PB or CLEC contacts.				
186	ORA	Functionality	POP	4.1.1.1.5 B	<p>The Report states that “Once responses to the LOA were received the initial screening of the Friendlies was performed to ensure the addresses were eligible for the test.”</p> <p>1. What are the qualification criteria of the test participants?</p> <p>2. What are the qualification criteria for the service addresses used in the test?</p> <p>3. On page 55, the Report states that “the approach was to match service addresses to specific order types”. Please explain how and why this was done. (4.1.1.1.4)</p> <p>4. Were addresses pre-screened for available facilities?</p> <p>5. Were available facilities part of the qualification criteria?</p>	<p>1) The qualification criteria required that the information provided in the LOA, (i.e. Name, Address and TN) matched the information verified in the CSR. The screening included verifying the addresses, telephone numbers and CLLI's in Toolbar. If the address was the same in the Customer Service Record, Verification screen, CLLI verification screen then it was deemed eligible by the administrator and forwarded to the preorder team. If the name or address did not match then the friendly was deemed ineligible and was not sent to the preorder team</p> <p>2) The address was required to be located in a Pacific Bell serving area.</p> <p>3) Care was taken to replicate actual ordering scenarios and maintain blindness, for example, assured loops and DS1 service was installed at business addresses rather than residences, friendly service addresses which did not match collocations were used for loop with port orders, residential addresses were not given business service names and vice</p>				

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						versa. 4) Addresses were only checked for a match to collocation facilities to support UNE loop orders. However, the address could still be used for loop with port orders if it was in Pacific's area and didn't match collocations. No check was done for facilities at the serving terminal of the address. 5) No, as no check was done for this.				
187	ORA	Functionality	POP	4.1.1. 1.3 A	The Report states that “there were not enough ACTL's that matched Pacific's locations to achieve statistical validity in every region.” 1. Which regions did not achieve statistical validity? 2. What sample size constitutes statistical validity? 3. What was done to offset the problems of the lack of statistical validity? 4. On page 56, the Report states that it conducted a “determination of [the] required number of test accounts to conduct a valid test.” How were these numbers determined and what were they? How did this affect the problems mentioned on page 54 re statistical validity or vice versa?	To clarify, the sample size does not affect statistical validity but rather the strength and specificity of the statistical statements that can be made. For comparison, statistical validity is based on the correctness of the underlying assumptions and the following of proper sampling procedures. Based on Table 6-4 of the MTP, the only Performance Measures evaluated, which are defined at the regional level, were 7, 8 and 11. On January 12, 2000 the CPUC staff directed the TAM to obtain a regional sample size in these measures with the exception of xDSL service, which was at a statewide level. As described in section 4.1.1.2.5.1(TAM Database System) this was due to only one CLEC providing xDSL collocation facilities.				

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					(4.1.1.1.4.2.1.A)	<p>1) Where available, regional measurements by product for Performance Measures 7,8 and 11 are found in Appendix O of the TAM Final Report</p> <p>2) As stated above, sample size affects strength and specificity of the statistical statements. Target sample sizes to achieve the business mix of products in Table 6-1 of the MTP were calculated by the TAM based on Pacific Bell retail and wholesale volumes for September and October 1999 (see TAM Final Report Table 4.1.1-5). These sample sizes were calculated to achieve a level of confidence of 95% as described in section 4.4.3 (Statistical Model).</p> <p>3) To offset a shortfall in regional sample size, not statistical validity, the effort to obtain a sufficient number of supporting collocation facilities and service addresses to achieve a regional sample size in these three measures was handled through the TAB meetings. Several approaches were used including:</p> <ul style="list-style-type: none">1. multiple requests to Pacific and the participating CLECs for expanded locations2. investigation of 'completion to connectivity in the collocation' using pseudo addresses3. re-use of service addresses for multiple installations4. use of participating CLEC				

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						building addresses for service addresses 5. Fallback plan, as documented in February and March TAB meeting minutes, was a 'hybrid' method to report regional measurements where enough data was available. 4) Please see the response to number 2 above.				
188	ORA	Functionality	M&R	4.1.2.4.1	The Report states that in order “to be able to send trouble tickets to Pacific that would return a resolution from Pacific's technicians, rather than a response of No Trouble Found, an arrangement was made to have trouble conditions artificially induced on lines that were installed during the course of Functionality testing.” 1. Did the induced problems result in actual problems on the test lines? 2. How were service outage problems induced? 3. How were “static/noise on line” problems induced? 4. Were cable, drop line, or any other facilities-based problems induced? 5. Why do testers believe they are able to accurately evaluate repair intervals based on	1) Yes, the induced problems resulted in actual service-affecting conditions on the test lines. 2) Section 4.1.2.4.1 (pp. 89-92) discusses the process by which troubles were induced on the test lines. The TAM would send an e-mail to the Pacific contact that contained the telephone numbers or circuit Ids used in M&R testing, along with the trouble condition that was to be induced. Once the Pacific contact had arranged for the inducement of the desired troubles, they returned the list as completed. As for the Pacific Bell internal process, the TAM can not, with any level of confidence, discuss the internal Pacific Bell process that led to the inducement of M&R troubles. 3) The TAM can not, with any level of confidence, discuss the internal Pacific Bell process that led to the inducement of any	219	ORA	"How would induced problems in the central office be a reasonable test of maintenance and repair when the problems are induced: You know where they're already located because they're only in the central offices and it's not even approaching the range of problems that occur in real time? Why did you choose to induce problems, and why only in the central office, and why do you feel that your results are valid? " "Is there anywhere where the procedure for the service technicians to test these problems within this test scenario -- what they did to determine where the problems were?"	"First of all, we did not have actual customers that would be able to report trouble, so we had to induce the troubles. Second, the fact that the troubles were induced whereby a group of people within Pacific Bell who were part of the informative group of people on this test, even though the problems were induced at the central office, the repair technicians who would have to investigate that would not have known that, so they would have had to investigate them as any other trouble reported." "I believe you would have to ask Pacific Bell what their processes are for their service technicians."

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					induced, rather than actual problems?	specific trouble condition. 4) No, the only troubles that were induced were in the Central Office. 5) After the trouble conditions are induced on the lines used in M&R testing, an "actual problem" does exist, such as loss of dial tone. Once a trouble report is successfully created through either PBSM or EB, the identification and resolution of the reported trouble would be subject to the same processes and procedures as any naturally occurring trouble.				
							220	ORA	"Please explain to me why you feel that it's a valid representation, where it's only just because we're -- for me, it's where the problems are in the line. Frequently you have problems with, let's say, defective drop lines or rodent-chewed cable or a variety of things which you could not induce, which are actual problems in the field, which may take longer than two days, let's say, to do the repair. Aren't you biasing the test because there are not the full range of problems? " "Would it be possible to obtain the raw data on the repair?"	" Basically since the time period of the test was a fairly shorter amount of time originally scheduled, we would not have been able to ensure that we would get an adequate number of actual troubles. Therefore, we chose to induce so that we could ensure that we got a sufficient number of troubles to have a statistically sound amount of test cases in error for our performance measurement analysis. The performance measurements analyzed were in regard to clearing time. There's no requirement to make analysis on rates of trouble occurrence. We also did have a few trouble reports that were generated by the end user test lines when the installation was not correct, so

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										there were planned and unplanned troubles." "A spreadsheet of the test cases has been added to the report, that were for maintenance and repair reports, planned and unplanned, and the result of that ticket, how it was cleared."
							221	ORA	"Did I understand you to say that you did do a statistical analysis to determine how many trouble tickets you wanted issued? "	"It was not a statistical analysis, Kate. It was a based upon the percent trouble that might be experienced in the total lines we were installing."
							222	ORA **	"What was that percentage. Where did the number come from? In other words, is there a stand standard that if I install a thousand lines, 10 percent of them will report trouble?"	THE TAM DETERMINED THAT 5% WOULD BE SUFFICIENT TO TEST M&R PROCESSES PER MTP SECTION 6.3.5.5, BASED ON THE TOTAL NUMBER OF ORDERS SUBMITTED. THIS DOES NOT IMPLY THERE IS A STANDARD TROUBLE RATE (2/12/01)
							223	ORA	The Pacific who induced the trouble and knew about the test, were they part of the OSS test team	"Yes. We requested the inducements through the OSS test team. I think you'd have to ask Pacific Bell about the process that they used to induce the trouble. We simply requested it from the OSS test team and got a completion back."
190	ORA	Functionality	End User	4.1.3.5 E	The Report states that "thirteen lines were installed." 1. Were only 13 lines installed in the entire test? 2. What was the process of "external installation by Pacific"? What did the Pacific technicians do?	1) The 13 lines installed were for the use of the TAM End User Team to place usage calls. These lines had full inside wiring and equipment that was provided by the TAM. 2) The term "external installation by Pacific" refers to the	216	ORA	"Were there only 13 lines installed and that's what you used to test your installation intervals? " To do the actual installation testing where can I find the information on that.	"No. Those 13 lines were for TAM members who were the end user test team who generated usage calls on those lines to satisfy the usage bill comparison of the master test plan." "In Section 4.1 --is where it describes the functionality

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						installation of a qualified loop of the type requested to the NID (Network Interface Device) at the test service address.			"Would it be possible to obtain the raw data, for example, if you have a tape date and a target installation date and a completed date, is that how you did your measurements?" "To do the installation test for, let's say, a friendly or for another person, that in order for them to be included in the test, did that physical address have to have available facilities?"	ordering and preordering, it discusses the testing after -- before and after SOC by participating CLECs, over there, the facilities." "That would be in the test tracking database that is in the supporting documentation. The other method of testing the installation was the procedure set up to test via a TAM representative at the LOC which is documented in section 4.1" No, there was no precheck done on that.
							217	WCOM	"You said that the 13 lines were for usage testing. Can you break those down into the type of order that was placed for each of these? Were these 13 UNI-P lines? Were they five UNI-P res. and 6 unbundled loops?" "Do you feel that 13 lines was enough to generate enough usage to validate that daily usage feeds were correct, that billing was correct? How many calls did you make against those lines? Based on what statistical methodology?" Do you believe that's enough to determine whether or not billing is valid? Based on what statistical methodology?	"There is a table in the report. I'll need to check the section for you." "There were several hundred. I can't quote exact number at this point without further checking." Yes A statistical methodology was not used to evaluate the bills. "First of all, Sherry, Ellen didn't say 200. She said several hundred. She would not be able to get you an exact number unless she could go back and research the report."

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									" So the number of 200 calls was from -- how did you reach that decision? As a local user, do I normally make maybe 100 calls a month, or how did you come up with that number ?"	
							218	WCOM **	I would like the exact number of calls made from the end user test lines	THE TOTAL NUMBER OF END USER CALLS IS 2,986. (2/12/01)
191	ORA	Performance	Perf. Measures	Appendix C	<p>1. Why were performance measures 5 (% of orders jeopardized), 12 (% of due dates missed due to lack of facilities), 16, 19, and 22 not evaluated?</p> <p>2. Why was no data collected or evaluated for measures 14 and 17?</p>	<p>1) There was no control to insure an adequate number of orders would qualify for these measures to support an evaluation with a high degree of confidence. In addition, the fact that friendlies were passive customers and had no use of the line installed precluded them from identifying any trouble, which would qualify under PM16, 19 and 22. Also, the MTP, section 6.5.2.3, states that PM 12 will be excluded from the test.</p> <p>2) These measures were removed from the initial MTP prior to TAM involvement.</p>	46	WCOM	<p>Couldn't the TAM have ensured that there were enough troubles induced so that the threshold could have been hit to report troubles on these two maintenance measures?</p> <p>The decision not to include Measure 5, 12, 16, 19 and 22 was made after the start of testing or at some point during testing.</p>	<p>For these two measures, 19 and 22, the first one pertains to rates of trouble, and by inducing the trouble we did not feel it would be an accurate measurement. That's why the emphasis was on measurements that recorded time to clear. That's why 20 and 21 were evaluated. The addition to that is that in lieu of not having a good reason to induce it, then we did have a user on there to generate the trouble -- or to report the trouble as it occurred -- if it occurred.</p> <p>That decision was made after results of processing of the test was completed.</p>
192	AT&T/XO	Functionality	POP		The MTP (Section 4.2) specifies a list of Pacific OSSs to be included in the OSS test. The TAM's report doesn't specify whether all OSSs contained in the MTP were in fact tested. Were they?	Section 4.3.3.1 of the MTP defines the interfaces to be utilized for the test (LEX, EDI, Verigate, DataGate, EBI, PBSM). As stated in the MTP, Pacific Bell backend legacy systems were tested indirectly through the test effort.	107	AT&T	" Were all the OSSs contained in the MTP 4.2, in fact, tested? "	"Yes, The definition of the environment for the functionality test, as stated in Section 4.3.3.1 of the master test plan, is what was utilized."
193	AT&T/XO	General	ExecSummary	Exec summary	What are the names and professional qualifications of the consultants (TAM, Technical	See Team Profile information on CPUC web site for qualifications of the key participants of each of	86	AT&T	Do you have a concept of how large the OSS test team is?	If you look in our supporting documentation, there is a contact log that obviously has names,

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					Advisor, and Test Generator)? [CLECs requested this information in December 19, 2000 workshop. CPUC agreed to furnish, but CLECs have not yet received.]	these entities.			Does the TAM have any insight into what controls Pacific Bell put in place to ensure that those folks that were in on the test were not divulging that to others within Pacific Bell who were not?	phone numbers, and e-mail addresses redacted from it, but at least you can determine the number of people if you count each entry. We have no knowledge of any controls that were put in place.
							106	AT&T **H	"There was a DSL meeting about 2/2/2000 with the TG, TAM, Pacific resources and the Pacific resource and the Pacific resources appeared to be beyond the scope of resources which you identified yesterday as knowing about the test. So how was that meeting framed in terms of the people who participated in that meeting? So how was that meeting framed in terms of the people who participated in that meeting? What were they told about the meeting and what this meeting was about and who you all were?"	THE CPUC REQUESTED PACIFIC PRESENT A HIGH LEVEL DSL PRESENTATION (WHICH HAD BEEN PRESENTED TO THE CPUC EARLIER) TO THEIR CONSULTANTS. TAM AND TA RESOURCES WERE PRESENT. THEY WERE SIMPLY INTRODUCED AS CONSULTANTS WORKING WITH THE CPUC. (2/12/01)
194	AT&T/XO	Recommendations	Recommendations	3.1	Does providing “a detail listing of daily usage” require CABS development? If so, is this development scheduled, and when?	This inquiry would require analysis by Pacific.				
195	AT&T/XO	Functionality	POP	3.1	Please indicate what actions were taken to discover the root cause of late SOC returns. Please describe your understanding of the importance that a SOC has to the CLEC in the provisioning process. Please describe how your proposed solution using jeopardy notices was developed and how your solution will benefit	The Late SOC returns were observed in LEX. It was discovered when additional test cases (Feature Adds and Changes) were issued against already migrated accounts. The test case could not be processed by the TG since the previous LSR activity was found in a pending status or not SOC'd. The	108	AT&T **H	"Your response states that the late SOC returns were observed in LEX. Can I conclude from that response that you did not encounter any late SOC conditions for orders processed through EDI?" "Please provide a response to: TAM to describe how their	NO. LATE SOC CONDITIONS WERE ALSO OBSERVED IN EDI. THIS RECOMMENDATION WAS BASED ON THE TAM'S PROFESSIONAL OPINION AND EXPERIENCES. THIS RECOMMENDATION WOULD PROVIDE FOR A MORE UP TO

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					CLECs.	importance is that if the SOC has not been received the account has not been fully migrated from all ILEC backend systems. The CLEC record remains in a pending status while the ILEC records could show the account to have been migrated. Technically, until the order is closed, the customer belongs to the ILEC from a billing and trouble reporting stand point.			proposed solution of using jeopardy notices was developed and how that solution will benefit CLECs. "	DATE STATUS OF THE CLEC ORDER (2/12/01)
196	AT&T/XO	Functionality	POP	3.1	1)Please describe what is missing from DataGate documentation of APIs? 2)What are the data discrepancies for Performance Measures? 3)When does the TAM expect resolution and/or reconciliation? 4)When will the TAM determine if statistical analysis needs to be performed again?	1) A technical reference manual normally supplies detailed documentation on every API call (i.e. send, receive...) including the associated return values and details on the various parameter usage, structure and values. 2) As described in section 4.3.4, Test Validation, the data discrepancies are the differences between the TG order data and the orders reported on the Rose report. As stated, the differences may be the result of the application of business rules exclusions but the TAM could not determine this from the data provided. 3) The TAM expects a resolution when the CPUC determines if it is required after the conclusion of other Performance Measurement initiatives. 4) The CPUC will determine if statistical analysis must be	109	AT&T **H	A)"Response No. 2 states that in part -- the response in part states: As stated, the differences may be the result of the application of business rules exclusions but the TAM could not determine this from the data provided.Why couldn't you determine it? Were you not given all the data you needed?" B)"wouldn't that be very significant just in terms of being able to perform a statistical analysis knowing that the data that you got has properly excluded orders or that it has not properly excluded orders?" C)"Wouldn't it be a significant issue for CLECs doing business to be able to evaluate data that is reported and items that are excluded and for a CLEC to be able to know whether items were properly excluded or properly included?"	PACIFIC DID NOT FURNISH A REPORT OF EXCLUDED ORDERS AND ASSOCIATED REASONS. ALL REQUIRED DATA TO CALCULATE PERFORMANCE MEASUREMENTS WAS RECEIVED. THE TAM BELIEVES THE EXCLUSIONS WERE PROPERLY PERFORMED BASED ON PWC AUDIT AND CONFIRMATION FROM PACIFIC ON THE PONS. THE TAM WAS NOT CHARGED WITH EVALUATING COMMERCIAL CLEC PROCESSES. SEE TRANSCRIPT FROM 1/30/01 WORKSHOP. (2/12/01)

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						repeated and would determine when that decision would be made			D)Wasn't the TAM to do data reconciliation of Pseudo CLEC.	
							214	AT&T	A)"In regards to Response 3 and 4How could CGEY put their name on a report that's based at least on the quantifiable observations around performance measures on data that's clearly not correct? " B)"Candy, would it be accurate to say that the TAM ran out of time between the completion of the test and the issuance of this report such that it did not have time to complete the validation or the reconciliation of the TG results with the performance measurement business rules that are in the JPSA performance measures?" C)" Is it true that you were operating under a deadline to get the final report out, and that deadline affected your ability to complete your analysis in the area in which we're discussing, i.e., the reconciliation of the TG results to the JPSA performance measure results? " D)Did any event occur between December 15th when the test report was published and January 2nd, the date that Cap Gemini issued the letter that has been referenced earlier and is now on the Website? Did an event occur which caused the change --	A) "In the clarification letter dated January 2nd that was, I believe, sent to the Commission and posted on the Website, Cap Gemini Ernst & Young in ACR 93-04-003 and 95-04-043 dated 9/22 was directed to proceed with the statistical analysis of Pacific's existing performance results as reported to the test for parity. We were instructed to utilize the data and assume correctness until any sort of reconciliation that was happening outside of our test would be concluded." B) "No, I don't agree with that. The statistical team had sufficient time to conduct their analysis. We were working under the direction of utilizing the data that was provided from Pacific and assuming accuracy. This was referenced in a letter posted January 2 and put on the CPUC Website." C) "No, that is not true. We were asked by the Commission to give them an estimate of when we would be able to complete the statistical analysis. The date we gave them is the date we met. " D) "No. What prompted the clarification letter was the workshop on Dec. 19. Because

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									<p>caused the letter to be issued that changes the document? In other words, did Pacific respond somehow or do something that meant that there were no longer any outstanding issues?</p> <p>E)So there were no outstanding issues on Dec. 15 as the initial report said</p> <p>F)"In reference to the Jan.2nd letter. It says the TAM determined that validating the performance results -- this is the change that is going to be input into the report, Section 4.3.4 -- the TAM determined that validating the performance results for two months would provide adequate evidence that Pacific was correctly applying its business rules and included relevant pseudo-CLEC activity. And then it says you selected April and July.How did the TAM determine that validating the performance results for two months would provide adequate evidence?</p>	<p>of the questions that were asked, we realized that the verbiage in the report was confusing. Cap Gemini chose to issue the clarification letter prior to the question generation hoping it would help people understand. "</p> <p>E) Correct</p> <p>F) "I believe it's documented in the report -- that there is no report that we can receive or obtain from Pacific Bell that explains that by individual PON which orders were excluded. We had to conduct that validation in correspondence with Pacific by sending them a list of PONs saying Can you verify why these are not in your data that you presented to us? And going through that exercise, we realized in double-checking with the test generator database and our database that those were in fact excluded for those purposes by looking at the comments that were saying why the reject happened.We'll have to get back to you on that."</p>
							215	WCOM **	<p>How did you determine that two months would be sufficient?</p> <p>"With regard to the question about whether or not the master test plan contained a requirement to perform a validation of performance measures, the most relevant section is 6.5.3.3, which</p>	<p>SEE TRANSCRIPT FROM 1/30/01 WORKSHOP (2/12/01)</p>

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									is titled Data Collection Validation. There is another extremely relevant Section 7.3.7 which is the exit criteria for functionality test that describes that the validation in 6.5.3.3 will be done. And then there are also other references, 5.2.4, 6.5.3.2 which allude to, directly or indirectly, performance measure validations."	
197	AT&T/XO	Functionality	POP	3.1	<p>1) What loop testing equipment is not available, and how were MLTs performed if it is not?</p> <p>2) After an account migrates to a CLEC, why would Pacific be making changes to it?</p>	<p>1) MLT Test Shoes in the Sacramento 11 CO were the only unavailable test equipment during the Pacific LOC testing. By using a MLT Loop Test (which tests using the telephone number originating in the Pacific CO.) prior to migration of the loop to the CLEC Facilities, Loop measurements were attained. These measurements were used to determine that the loop was complete as per the requirements set forth in Appendix L.</p> <p>2) Regarding Pacific changes to an account after migration, the basis of this question is not clear, however the TAM believes the only reason for a change in the loop would be related to outside plant construction or Cable Transfer activities on the Pacific side of the collocation.</p>	224	WCOM **	<p>"I don't understand, as I just said, why -- if an account has migrated to a CLEC, why would Pacific be making changes to that account? That's what I'm trying to understand. 4.1.1.2.7, Observation L, you say that the service type changed from the initial order, that you had ordered residential and it turned out to have been provisioned, perhaps, as business or features disappeared. And you said that the document said in that section that there had been some changes. Once a customer has migrated, why would Pacific do anything to that line other than if directed to do so by the CLEC? And that was our Question 148."</p>	THE TAM DID NOT AUDIT INTERNAL PACIFIC SYSTEM UPDATES. (2/12/01)
198	AT&T/XO **	Recommendations	Recommendations	3.10	Can the TAM clarify this recommendation: "The statistical analysis included in the Final Report be redone with the corrected and complete data	PER THE CLARIFICATION LETTER DISCUSSED YESTERDAY, THE ANALYSIS CURRENTLY INCORPORATED IN THE REPORT IS COMPLETE.	2	WCOM **H	Is the word "reanalysis" is a mistake because it implies that analysis occurred. And she wondering if there was insufficient data, how analysis could be	BY "REANALYSIS" THE TAM IS REFERRING TO RECALCULATING THE "MODIFIED Z STATISTICS" WHICH WERE CALCULATED

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					provided by Pacific"? What data is incorrect and/or missing? When will it be available, and when will the statistical analysis be complete?	THIS RECOMMENDATION IS DOCUMENTED IN THE SECOND PARAGRAPH OF SECTION 4.4.4 AND DETAILED IN SECTION 4.3.3.2. IN SEVERAL INSTANCES THERE WAS INSUFFICIENT DATA TO CALCULATE A Z-STATISTIC FOR A GIVEN DATA POINT IN A GIVEN MONTH. RE-ANALYSIS SHOULD ONLY OCCUR IF THE CPUC DETERMINES THIS EFFOR IS NECESSARY.			performed. The TAM was basically stating that in several instances there was insufficient data to calculate the Z statistic for a given data point in a given month, but would have to speak with their statistical person. The TAM believes that they may have combined some data over a period of months to perform the analysis, but would have to get clarification from their statistical resource to verify that.	FROM THE AVAILABLE DATA. NO DATA WAS COMBINED TO PERFORM THIS CALCULATION. THE REMAINING FOLLOW-UP INFORMATION WAS PROVIDED AT THE 1/30 WORKSHOP (2/9/01)
							4	AT&T **H	The TAM stated they were in discussions with Pacific Bell to ensure the test cases were accounted for. They sent this response list of PONs to PB that they could not validate that they had in the test-tracking database that were not showing up in the Pacific performance measures. They had PB respond to them with the status of each of those. They verified that status and, from that verification, made the assumption for future records that they were looking at to validate. AT&T would like to know how many of these test cases did the TAM run?	THE TAM REVIEWED THE STATUS OF 191 TEST ORDERS AGAINST THE ROSE REPORTS. (2/12/01)
							6	AT&T **M	In some instances there were no orders submitted for certain order types; first, for the GUI, for example? The TAM was to look into that and check the tables that were in question.	THE REVISED TABLES 4.1.1-2 AND 4.1.1-3 WILL SHOW THE BREAKDOWN OF LOOP TYPES FOR EACH INTERFACE. (2/9/01)
							7	WCOM **H	So apparently the TAM had thought at some point that that	PLEASE SEE SECTION 4.4.4 OF THE FINAL REPORT AND

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									data was inadequate or insufficient to enable you to calculate a Z statistic, correct?	TRANSCRIPT FROM THE 1/30 WORKSHOP (2/9/01)
							8	WCOM **H	Need to understand why acceptance of the Price Waterhouse audit, which I think is the subject of the ACR, has anything to do with the sufficiency or insufficiency of the amount of data needed to calculate a Z statistic.	THE SUFFICIENCY OF THE DATA IS ADDRESSED IN SECTIONS 4.4.4 AND 4.3.3.2 OF THE FINAL REPORT. (2/9/01)
							336	AT&T	Were the data combined across time by -- across months?	No. There was a formula there that suggested how it could be done, but it was not done.
199	AT&T/XO	Recommendations	Recommendations	3.10	Can the TAM clarify this recommendation: "Pacific should establish a post-SOC process to verify that requested and tested features have been provisioned in the switch"? If the features are tested, wouldn't that determine if they are provisioned?	This recommendation was made as a correction for Observation Item J in section 4.1.1.2.7. This item states "Change orders generated for feature changes to already migrated accounts had to be supplemented and cancelled because the features originally set on the customer line were no longer available at the time the change was processed by Pacific. This problem was ongoing throughout the testing period. The TAM recommends that Pacific validate the features requested on LSR to minimize subsequent reports of missing features." This is a quality issue and would save the CLECs from issuing subsequent reports and spending time waiting to complete orders due to missing features. A post-SOC switch inquiry would verify that features had been provisioned. Reference TAM Final Report item J section	9	AT&T **M	The last sentence of your response states that a post-SOC switch inquiry would verify that features had been provisioned. Can you help me understand: Why post-SOC rather than pre-SOC?	THE REFERENCE TO POST SOC IN THE RECOMMENDATION INDICATES POST PROVISIOINING. (2/9/01)

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200	AT&T/XO	Recommendations	Recommendations	3.10	What process does the TAM recommend to ensure that the Category 1 and Category 2 recommendations are “addressed and/or implemented”?	4.1.1.2.7 It is up to the CPUC to determine if the recommendations have been satisfactorily addressed or implemented.				
201	AT&T/XO	General	Roles	1.2.1	How many members comprised the Pacific account team, and what were their functional areas of responsibility? Who were they?	Pacific Bell would need to address any questions concerning the identification of their account team members				
202	AT&T/XO	General	Roles	1.2.3	Who are the three people who comprised the Technical Advisor team, and what are their professional qualifications?	See the TA Team Profile on the CPUC web site for qualifications of key participants,				
203	AT&T/XO	General	Roles	1.2.4	1)How many TAM team members performed on-site observation of the test execution by the Test Generator, and how were they selected to perform this analysis? 2)How often were the observations conducted and for how long? 3)What were the findings and where are they documented? What does “admonition of the test implementation timeline” mean?	1)The team was comprised of up to 6 resources under the direction of team lead Anibal Gonzalez-Caro. Team members were selected based on individual qualifications and required monitoring needs. 2)The observers were present at the TG site beginning in November, 1999 and remained through completion of the testing effort. Observations were continually made during the test effort. 3)This is erroneous verbiage, which will be corrected, in the final report. Per the MTP section 5.2.4, item 7, this should read “Administration of the test implementation timeline”.				
204	AT&T/XO **	General	Roles	1.2.4	What does item T mean: “Identify the end-user participants (80% Pacific locations, 20% test end)”?	THIS INDICATES THAT APPROXIMATELY 80% OF THE TEST CASES WOULD BE				

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					What process did the TAM use to “ensure the test generator does not receive any information that a CLEC would not receive under the normal course of business”?	BASED ON PACIFIC PROVIDED TEST ACCOUNTS, 20% ON TEST END (FRIENDLIES) PER THE MTP. THE TAM MONITORED TG/PACIFIC ACCOUNT MANAGEMENT CONTACTS. MOST CONTACT WAS ALSO MONITORED BY CPUC AND TA RESOURCES. (1/28/01)				
205	AT&T/XO	General	Roles	1.2.5	1)In Item A, what orders did the TAM generate? Isn't this a Test Generator function? 2)In Item I, how did the test generator ensure they were “mirroring CLEC activity to build an automated interface”?	1) The TAM created test cases and passed them to the TG to issue an LSR.				
206	AT&T/XO	Functionality	Billing	2.2.2.1	1)Who comprised the Bill Validation team [item F (b)]? 2)Are there minutes from these meetings? 3)Who participated in the weekly Test Team Status Meetings [item F (c)]? 4)Are there minutes from these meetings? 5)Is there any documentation of the Ad Hoc Meetings (attendees, minutes) [item G]?	1)The team was comprised of 3 analysts under the direction of team lead Laraine Betts. 2)No minutes were published from these meetings. 3)Participants were the members of the pre-order, order, monitoring, and M&R teams. The meetings were facilitated by team lead Anibal Gonzalez-Caro. 4)No minutes were published from these meetings. 5)No minutes were taken or published for these meetings. These meetings were conducted as needed to resolve specific problems as they arose.				
207	AT&T/XO	General	Support	2.2.2.	Who comprised the TAM's Test	The team was comprised of up to				

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				3	Execution Team, and how were the members selected?	6 resources under the direction of team lead Anibal Gonzalez-Caro. Team members were selected based on individual qualifications and required monitoring needs.				
208	AT&T/XO	General	Support	2.2.2.6	Who comprised the statistical team, and what are the members' professional qualifications?	The team was comprised of 6 statisticians under the direction of Terry Ireland. See TAM Team Profile for team lead's qualifications.				
209	AT&T/XO	Functionality	POP	3.1.1	The Test Generator report states that 2,917 LSRs were issued. The TAM report says 2,832. Which number is correct? What is the reason for the discrepancy between the number of orders issued and the number of completions received?)Please identify where in the report there is a detailed reconciliation of these numbers.	The Stand Alone Directory orders were erroneously not included in the TAM total. The total is 2975 orders and will be corrected in V1.2. The TAM had a target quantity of completed orders for each loop/activity type based on Table 6-1 of the MTP. However, the quantity of test cases created was greater than the final quantity of completed orders due to TG errors and order detail errors resulting in the cancellation of the test case.	225	AT&T	"It says here under No. 2 that the quantity of test cases created was greater than the final quantity of completed orders due to TG errors and order errors that resulted in cancellation of the test case. What were the TG errors and order detail errors? And is this what we're talking about when we talk about abandoned orders?" "Were any of these errors related to Pacific Bell's performance or database or inaccuracies in the database?" "For No. 1, it said that the stand-alone directory orders were erroneously not included in the TAM total. Were they included in the statistical analyses that you performed?" "Follow-up question regarding Response No. 1: You say that the total is actually 2,975 and the total would be corrected in Version 1.2. Still would have now yet a new question: The test	Yes "I would to investigate that to determine if there were any due to test bed accounts" Yes "Yes think as Ellen mentioned or answered earlier, as we were creating the test cases at the test administrator, we have our database, we have all of our facilities, all of our test accounts to create our test orders, our test cases, to send to the test generator, and in some cases we were unable to send them because the abandonment of the orders had happened prior to sending the test cases to the test generator." Yes Correct " We will have to analyze that further, and I think the analysis we're going to do to try to allow

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									generator says 2,917. So we're still -- we still have a discrepancy between the test generator's number and the TAM number. Can we account for the difference?" "So 2,975 orders really is 2,975 test cases." And the difference between 2,975 and 2,917 would be the number of abandoned test cases "It would be the number of abandoned test cases that occurred before it went to the TG but may not include abandoned test cases that occurred after it went to the TG. Is that right?"	comparison in those two tables, 4.1.1-2 and 4.1.1-3, will probably shed a lot of light on this."
210	AT&T/XO **	Functionality	POP	3.1.1 A	What does "end-to-end testing" encompass?	PER THE MTP, SECTION 2, EXECUTIVE SUMMARY, "END-TO-END/FUNCTIONALITY TEST - WILL TEST END-TO-END PROCESSES FROM PRE-ORDERING THROUGH PROVISIONING AND BILILING, AND MAINTENANCE AND REPAIR. THIS DEFINITION WAS EXPANDED TO INCLUDE END-TO-END LOOP TESTING TO THE CUSTOMER PREMISE WHERE SUPPORTED BY A PARTICIPATING CLEC OR THE PACIFIC LOC LOOP TESTING PROCEDURE. (1/22/01)	136	AT&T **	a) Could you elaborate on how the TAM defined provisioning, what kinds of activities were included in provisioning? b) I'm a little confused by the second part of the response where it says this definition was expanded to include end-to-end loop testing to the customer premise where supported by a participating CLEC or the Pacific LOC loop testing procedure. How is the definition expanded, since it would seem to me that a verification of provisioning would be to do end-to-end, kind of loop testing, to make sure that there was dial tone on the right loop at the right time and that it was properly provisioned in	a) This would be Pacific providing the type of service requested on the LSR. b) b) The quote in the master test plan refers to the steps in the LSR being processed, being received, being preordered, ordered, provisioned, and then any subsequent maintenance and repair that might apply to that service. And we had great discussion on what does "end-to-end," really mean and that there were -- I think we came to an agreement that there were two facets of that, one being the steps required in getting that LSR from generation to completion, as well as end-to-end testing of the loop itself. The expansion statement

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									accordance with all the technical program terms. c) If we go back to the informal CLEC meetings that you referenced and also the TAB meetings in a particular -- I'm recalling a TAB meeting in about March of 2000 where we asked specifically how these end-to-end tests -- how this provisioning process was going to be verified, and we were told that that information was defined in the test specification document in the detail that the TAM had developed and, therefore, could not be shared with the CLECs. That wasn't accurate? d) What percent of orders were actually tested, verified?	there refers to our discussions on how we would verify that the loop was delivered at the premise and the end-to-end testing of that loop. c) d)
211	AT&T/XO	Functionality	POP	3.1.1 C	Please identify the TAM members who participated in the LSC visits and explain how they were selected?	Four TAM members comprised the participants in the LSC visits, under the direction of test execution manager Ellen Pritts.They were selected based on individual qualifications.	226	AT&T	"For 211, what were the qualifications that the TAM was looking for when they selected these individuals? " "I understand that. And I guess my question was: It says that individuals -- they were selected based on individual qualifications, and my question was I was more interested in finding out what the TAM felt were important attributes for individuals that they selected for these tasks."	"I believe I answered that in the global statement yesterday morning, that there would be a profile out of key participants only." " I guess I would have to go back and look to see their actual requisitions we used to obtain these people"
212	AT&T/XO	Functionality	POP	3.1.1 D	Please identify the TAM members who participated in the LOC visits and explain how they were selected?	Four TAM members comprised the participants in the LOC visits, under the direction of test execution manager Ellen Pritts. They were selected based on individual qualifications.	227	AT&T	"Were the four TAM members who visited the LOC the same four TAM members who did the LSC visits. " " Did the test generator ever visit	"I can't say all four -- all four did not do visits. Some did testing. Some did not do visits." No.

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									the LSC for the LOC during the course of the test?"	
213	AT&T/XO**	Functionality	POP	3.1.1 F	Please identify the TAM member who completed the CFA inventories, and explain how they were selected?	THIS INVENTORY WAS CONDUCTED BY THE TAM MEMBERS WHO MONITORED THE LOC LOOP TESTING. (1/22/01)				
214	AT&T/XO	Functionality	POP	3.1.1 G	Please identify the TAM member who oversaw the testing of AT&T 2-wire loop orders and explain how they were selected?	Four TAM members were involved in this activity under the direction of team lead Anibal Gonzalez-Caro. They were selected based on individual qualifications.				
215	AT&T/XO	Functionality	M&R	3.1.2	1)Why were DS1 loops excluded from Maintenance and Repair testing? 2)How did the TAM determine that “the trouble conditions placed on the lines were representative of ‘real world’ troubles experienced by CLECs”?	1) Initially, DS-1 testing was excluded from M&R testing because Pacific Bell was not providing dial tone to these loops. Due to this fact, there was no trouble condition that could be induced by Pacific contacts in the CO. Rather, the troubles would have to be induced by sending Pacific technicians into the field. Involving Pacific Bell technicians would have presented a compromise to the blindness of the testing. Later in the testing, an issue arose with using the participating CLECs’ DS-3s for the DS-1s that were to be installed in Functionality Testing and the number of installs was severely limited. 2) The set of trouble conditions that were placed on the test lines were set forth in Section 6.3.5.5 of the Master Test Plan, illustrated in Table 6-2.				
216	AT&T/XO	Functionality	M&R	3.1.2	Who created the set of	The basis for the Maintenance &	254	XO	"And I was asking who created	"There were maintenance and

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					maintenance and repair test cases? Was it done with input by "Pacific contacts?"	Repair test cases was the core set of test cases included in Attachment A of the Master Test Plan. The test cases were then modified, and their quantities adjusted, to most closely mimic actual CLEC experience. For example, far more "No Dial Tone" reports would be generated by a CLEC than would "Can't Call Information".			<p>the set of maintenance and repair test cases, and was it done with input by Pacific contacts. And the answer refers to Attachment A of the master test plan as setting out the core set of test cases, but I'm just curious. I thought that that set out the core set of test scenarios -- am I mistaken in that? -- and that the test cases were to be developed later? "</p> <p>"You state in your answer that it would most closely mimic actual CLEC experience. For example, far more ""No Dial Tone"" reports would be generated by a CLEC than would ""Can't Call Information."" Could you help me understand what you base that decision on? Did you ask CLECs?"</p> <p>"he M&R team used to work for CLECs, or will we see that when we find out what their experience was?"</p>	<p>repair test -- there were scenarios taken in Attachment A as well."</p> <p>"That was the personal experience of the M&R team."</p> <p>Yes to both</p>
							255	WCOM **	"And so you believe -- your team felt that loss of dial tone happens often?"	WE ARE MERELY STATING THAT "NO DIAL TONE" HAPPENED MORE OFTEN THAN THE OTHER M&R SCENARIOS WE INDUCED. (2/12/01)
							256	XO	"In the answer it also says that the test cases were modified. And can you tell me who did the modification and also if there could be an answer to the part of the question that asks whether there was -- I guess, whether the	<p>" Basically, the modification was done by the test monitoring team, the pre-order M&R team, without input from Pacific."</p> <p>"In this case, the M&R team was strictly the test administrator."</p>

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									modifications were done with input by Pacific Bell contacts?"	
							257	PB	"Okay. So the M&R team consisted solely of the test administrator and the test generator representatives?" "You were asked questions about actual CLEC experience. Do you know if any CLECs were asked to be active participants in the test but declined?" "As a follow-up, can I ask Mr. Kolto-Wininger what he means by ""active participants""? "	Yes, there were some. " Actually, if they wanted to submit orders or be involved in other phases of testing."
							260	AT&T	"I just want to make sure I understand your answer to Mr. Kolto-Wininger's questions. The TAM requested CLECs to submit orders as part of this test?" "And that refers to collocation facilities?" "So no CLEC was actually asked to participate by submitting orders."	" No. We did not ask the TAMs -- the CLECs to submit orders. We asked the CLECs to actively participate by offering facilities for us to use for the orders" Yes, it does, as well as testing of the loop. "That is correct. MR. KOLTO-WININGER: This is Ed Kolto-Wininger. Just to clarify my question, because I didn't ask whether the TAM had asked the CLECs to participate, I guess then I would clarify: Was the CLEC aware that during the workshops in 1999 the CLECs were asked whether their interfaces wanted to be used and whether they wanted to submit orders through their interfaces?"
							261	CPUC	"The Commission, and the record, is clear that that's why we	Because they declined?

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									have a test generator in addition to a test administrator. "	Thank You.
									" And also the value of a third party testing, an independent third party testing, it adds more value to the Commission's assessment of Pacific Bell's 271 application."	
217	AT&T/XO	Functionality	M&R	3.1.2	Please identify the TG resource trained in the use of PBSM, explain how they were selected, describe the training provided, and identify the trainer? Please identify the "TAM CLEC resources who were skilled in the generation of trouble reports through the system", and explain how they acquired their expertise.	One TG business consultant attended the PBSM course on December 29, 1999. Upon his return he trained 2 other members of the order entry team using the documentation provided in the class and on the CLEC Website.				
218	AT&T/XO	Functionality	Billing	3.1.4	Why doesn't this section address the Category 1 recommendation on page 7: "The CABS bills do not provide a detail listing of the daily usage, etc."?	Section 3 is strictly a high-level summary of the outcome of activity. The detailed observations are in section 4.1.4.6 and the recommendation was included in the Recommendation section at the beginning of the report.				
219	AT&T/XO	Capacity	Volume Stress	3.2.1 H (f)	1)Which member(s) of the TAM statistical analysis team performed the "trend analysis of Pacific's historical production volumes" to determine that capacity was sufficient to support production volumes for the next 10 months? 2)Did the TAM determine – or address – Pacific's plans to support predicted volumes beyond 10 months, or Pacific's	1) Members of the Capacity & Scalability team developed the trend analysis from 8 months of historical production volume data received from Pacific's LASR/CLEO systems. These systems captured and processed the production data entered through the LEX and EDI interface systems. Based on the 8 months of past volume figures, Excel's trend analysis function was used to project the projected	33	AT&T **H	On what did the TAM base its determination that eight months of historical data was appropriate for looking at forecasts and the XL trend analysis that you conducted? What is the CLEO system? Did the TAM validate the process? The reference to Pacific Bell	PACIFIC HAD TO DEVELOP SPECIAL REPORTS TO PROVIDE THE DATA NEEDED BY THE TAM. THE TAM STARTED RECEIVING MONTHLY DATA IN FEBRUARY, 2000. THE DATA USED IN THE TREND ANALYSIS REPRESENTED THE TOTAL PRODUCTION DATA RECEIVED FROM PACIFIC THAT WAS USED FOR THE TREND ANALYSIS.

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					ability to handle volumes that exceeded predictions?	12 months of production volumes. 2) The TAM reviewed Pacific's capacity planning process under the scalability evaluation to assess Pacific's plans to support predicted volumes beyond 10 months. Utilization forecasts were generated every quarter and included capacity projections for 12 – 18 months. Projection utilization growth was based on 1) Historical trending using monthly volume statistics collected on an on-going basis; 2) Input from PB applications groups and 3) application and/or user transactions when they are available to collect. Application groups are required to relay any planned information on capacity requirements that may impact their capacity planning efforts. Capacity planning takes into consideration memory, cpu utilization and disk space requirements. Capacity planning is conducted on both MVS and Unix systems. MVS system projections are forecasted for 18-month intervals. Capacity levels are tracked monthly and upgrades to cpu, memory and disk are made accordingly.			applications groups providing input -- were those members of Pacific blind to the test? Could you tell me how much current UNE loop with port EDI production is in place in California today? Could you check your source data to determine what that number was, and how it was -- and how it was extrapolated forward for the ten-month projection?	CLEO REPORTS RESALE LSR FOCS. YES. THE TAM EVALUATED THE PACIFIC'S CAPACITY PLANNING PROCESS YES. INFORMATION WAS RECEIVED THROUGH PACIFIC'S OSS TEST TEAM WHO WAS RESPONSIBLE FOR THE CPUC TEST SUPPORT. NO. THE TAM DOES NOT HAVE SPECIFIC KNOWLEDGE OF CURRENT UNE LOOP WITH PORT PRODUCTION IN CALIFORNIA. THE CPU, MEMORY AND DISK SPACE UTILIZATION WERE PROJECTED ON THE TREND ANALYSIS. THESE WERE THE CAPACITY FIGURES THAT WERE EXTRAPOLATED FOR THE PROJECTIONS. (2/12/01)
							34	AT&T	WorldCom would like to know the names of the Pac Bell employees who comprised the account manager team, basically the people that you went to when you had problems.	The TAM will request it from Pacific and ask for permission.

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220	AT&T/XO	Processes	Change Mgmt	3.5.1	Does the TAM believe that conducting interviews with only 1 CLEC is sufficient to conclude that all CLECs believe the Change Management Process is effective?	No, however effort was made to contact and conduct interviews with two other CLECs. These entities were unable to schedule time, or no response was received from repeated contacts.	64	AT&T	When those attempts were not successful, you didn't attempt to contact any other CLECs to try and expand your base for interviewing?	That is correct.
221	AT&T/XO	General	Training	3.6.2	1)What rationale did the TAM use to attend only two training classes (Bill Validation and Toolbar)? Why were these two particular classes selected? 2)Does the TAM believe this training was sufficient to allow them to monitor and evaluate test execution by the TG?	1)The bulk of the training was taken by the TG as it was their job to perform the day-to-day activities of test execution. The classes taken by the TAM were in support of their level of effort for the tasks they performed in combination with their previous experience.. There were no additional training courses that were felt necessary for the TAMs level of effort. 2)The TAM does believe that this training was sufficient to conduct their activities. Monitoring resources had previous experience affording them the knowledge to accomplish the TG observations.				
223	AT&T/XO **	Functionality	POP	3.9 A a) 6 and d)	When did the TAM identify to the CLECs that their participation in end-to-end testing was required, and that they were expected to provide technical resources?	THE DEVELOPMENT OF THE CLECs INVOLVEMENT IN END-TO-END TESTING IS DOCUMENTED IN APPENDIX B, ISSUE 60, WHICH WAS OPENED 3-31-00 AFTER THE QUESTION ON END-TO-END TESTING WAS RAISED BY THE CLECs AT THE 3-31-00 INFORMAL CLEC MEETING. THEIR INVOLVEMENT WAS FURTHER EXPANDED BY THE CLEC/TG INTERFACE PROCESS WHICH BEGAN				

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						WITH DISCUSSIONS ON 12-16-99 (1/22/01)				
224	AT&T/XO	Functionality	Billing	3.9 D a)	Since the pseudo-CLECs were tax exempt, what process did the TAM use to verify that taxes applied by Pacific to CLEC bills are correct?	Due to the tax-exempt status, the TAM did not verify that taxes were applied correctly, rather the TAM verified that taxes were NOT charged.				
225	AT&T/XO	Functionality	Billing	3.9 D b)	What was the change applied to the bills?	This is the rate changes made for the CPUC ruling of Nov. 99. This is described in detail in section 4.1.4.5.5.2.				
226	AT&T/XO	Processes	CLEC Participation	Table 3.9-1	Why does this table show Cox was an active participant in the OSS test?	Cox is listed because they initially were a participating CLEC. And they had limited service areas for stand-alone LNP, which was the only service they were pick-up sorting. After test addresses were obtained, we found that none of those test addresses matched their service areas, so we were not able to use them for any of the test orders.				
227	AT&T/XO	Recommendations	Recommendations	3.10	Please explain the basis for the three categories of recommendations, and the basis for determining the specific categorization of each recommendation.	Three categories were established to accurately reflect the significance of the recommendations, as explained in the beginning of section 3.10. The categorization of recommendations into these categories was a joint effort between the TAM and TG with all the principal resources engaged in the identified efforts.	11	XO/AT&T **H	Section 310 does not indicate the specific basis on which recommendations were categorized. It just states what the categories were, so if you could answer that question, that would be helpful. I guess what we're looking for is some basis for why a particular recommendation is categorized in each particular category. The TAM and TG actually document the whole process. would you include which perspective you were looking at all these different factors from?	CATEGORIZATIONS WERE BASED ON COLLECTIVE PROFESSIONAL OPINIONS AND OBSERVATIONS OF THE TAM AND TG. (2/12/01)

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									Was it from a CLEC perspective, was it from a pseudo-CLEC perspective, was it from the perspective of your difficulties operating as the TAM? What factors were all rolled together to determine which category you were going to use?	
							12	WCOM **M	Could you also provide citations to the appendices or logs of conversations. Another way of asking the question is: Is there anything in the existing supporting documentation that you've already provided to the parties which would support your categorization?	THE TAM RECOMMENDATIONS WERE BASED ON THE COLLECTIVE PROFESSIONAL OPINIONS AND OBSERVATIONS OF THE TAM AND TG. (2/9/01)
228	AT&T/XO	Functionality	POP	4.1	What methodology was or will be employed to evaluate Pacific's OSS's ability to process DS1 orders submitted by CLECs?	CGE&Y sent a letter to the CPUC on October 6 detailing our position on DS1 testing. We were notified by the CPUC that this activity would be addressed outside of this test effort.	228	AT&T	"The response refers to a letter sent to the CPUC on October 6th detailing your position on DS-1 testing. Was that letter shared with the tab, or is that included in supporting documentation?" Is there a reason? "So in order for us to obtain the letter that a TAM is relying on to answer our question, we need to make a petition to the Commission to receive it?" "Can the TAM explain -- I understand what you're saying about petitioning, but can the TAM explain, without violating any concerns that the Commission would have, what its position on DS-1 testing was?"	"No, it's not. It's not on either account. It's not included in the tab and it's included in the supporting documentation." "If a party is interested, you can petition the Commission for access to the letter. " I think so, yes. "I would prefer not to. I would prefer you actually view the letter if the Commission allows."
229	AT&T/XO	Functionality	POP	4.1.1	1)Can the TAM clarify the	1) This statement refers to the	229	ATG	"Can you tell me whether any of	No, they did not.

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					<p>statement: "The MTP Table 6-1 guided the TAM in the creation of test cases. However, the number and volume of requests issued and completed depended on the TG generation and processing of the orders issued by the TAM."?</p> <p>2)What orders did the TAM issue (and why did they issue any)?</p> <p>3)What was the disparity (if any) between the orders the TAM issued and those generated and processed by the TG?</p> <p>4)MTP Table 6-1 shows two columns labeled "% of Orders (approximate)". Is the second column intended to provide a detailed breakdown of the first? If so, the two columns do not match. The second column adds up to 105%, not the 100% shown. What are the correct percentages?</p>	<p>fact that the TAM had a target quantity of completed orders for each loop /activity type based on Table 6-1 of the MTP. However, the quantity of test cases created was greater than the final quantity of completed orders due to TG errors and order detail errors resulting in the cancellation of the test case.</p> <p>2) This is an unclear use of the term 'issue'. The TAM created test cases and passed them to the TG to issue an LSR.</p> <p>3) The disparity is illustrated in Tables 4.1.1-2 and 4.1.1-3. Table 4.1.1-3 contains order completions as recorded daily from the TG.</p> <p>4) a) The TAM did not write the MTP but corrected this error in the baselined V4.0 issued 4-1-00. b) If referencing Table 4.1.1-2 of the Final report, the Stand Alone Directory orders were not included in the total causing the percentages to be wrong. The total is 2975 orders and the percentages will be corrected in V1.2.</p>			<p>the people at Pac Bell to whom you shared -- that were not blind to the test had access to the letter prior to your submitting it to the CPUC?"</p> <p>Did they see a draft of the letter?</p>	<p>No, they did not.</p>
							230	AT&T **	<p>"For No. 3 on 229 the question that AT&T and XO posed was: Was there disparity between the orders -- if any, between the orders the TAM issued and those generated and processed by the test generator? And the answer is</p>	<p>THERE IS NO DISPARITY, TABLES 4.1.1-2 AND 4.1.1-3 REFLECT THE DIFFERENCE BETWEEN TEST CASES SUBMITTED TO THE TG AND SOC ORDERS RECEIVED FROM THE TG. (2/12/01)</p>

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									that the disparity is illustrated in the two tables that we've been discussing, 4.1.1-2 and -3, and contains order completions as recorded daily from the test generator. I think our question was: Is there a disparity? I'm not sure how the answer that you've given answers our question.""We were concerned about a disparity between, I think, what the TAM issued -- in other words, when the TAM said to the test generator, ""Generate X many orders,"" and the test generator generated a certain number of orders, at any point in time was there a disparity between the number of orders that you told them to generate and the number of orders that they actually generated? "	
							231	AT&T **	"I believe yesterday you said that there were -- or maybe the TG said there were days on which you were unable to complete the full complement of orders that the TAM had sent to you, so I think the answer to that is yes. I suppose what this question is getting at now is: In total, was there a shortfall from what the TAM completely -- from what the TAM had asked for and what the test generator was able to accomplish? "	NO, ALL TEST CASES WERE PROCESSED. (2/12/01)
230	AT&T/XO	Functionality	POP	4.1.1.1.1	The report states that Pacific provided test addresses. Were any of these addresses for employee and if so, were they	The test addresses of embedded accounts included 18 Pacific manager's addresses. Pacific managers were added to Pacific	232	AT&T	"The second part of the response states that there was not a confirmed process before the first UNE loop orders were issued.	"The reference to UNE loop, even though it was LNP in this case in your question, was that it was still a type of loop -- or type of order

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					used?	building locations where collocation facilities were available for UNE loops to increase the distribution of orders over geographic areas. Test orders were completed at 17 of these addresses.			<p>This question concerns LNP-only orders. So I wanted to just understand. Was that reference included in error or was it intended to say LNP only or what? "</p> <p>"I still don't understand your answer to my question. I -- the UNE loop is not the subject of this question, so I don't understand why it is referenced in the response. The fact that there was not a process for UNE loop orders is non-responsive to a question about LNP only orders. I'm still at a loss to understand. "</p>	<p>that we were trying to do under the test generator/CLEC interface process. And those -- the rules for that interface and who's -- what role each of those entities had were not clear at that point. They were still in development."</p> <p>"Is it maybe easier to understand if instead of first UNE loop orders there, you would substitute without a confirmed process before orders requiring interface with participating CLECs was established, the test generator was guided by their understanding of the process at the time. "</p>
							233	AT&T **	"The discrepancy in the number of actual telephone numbers that ATA ported -- actually activated in the AT&T switch -- is nearly 100 less than the orders shown completed by the test generator. And in the real world, that would mean that I had close to 100 customers without service, if that were to be the case. Can you comment on the significance of that, with your experience as part of this test?"	TAM DOES NOT HAVE SUFFICIENT INFORMATION TO COMMENT ON THIS AT&T ALLEGATION. (2/12/01)
231	AT&T/XO **	Functionality	POP	Figure 4.1.1-2	Item 9 states that Appendix N contains Test Requests the TG sent to the CLECs. Appendix N is Bill Receipt Tracking Tables. Should this read "Appendix K"? Item 11 refers to Appendix N as CLEC returned test results. Appendix N contains Bill Receipt Tracking Tables. Where are the	THERE SHOULD BE NO APPENDIX REFERENCE FOR ITEM 9. THE ITEM WILL BE CORRECTED FOR VER 1.2 THERE SHOULD BE NO APPENDIX REFERENCE FOR ITEM 11. THE ITEM WILL BE CORRECTED FOR VER.1.2				

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					<p>CLEC returned test results found?</p> <p>Please explain how the LSRs Issued in Functionality Test conform with the MTP's Table 6-1 breakdowns, including the breakdowns between business and residential scenarios? Please identify significant variances and the reasons for such variances. To the extent that significant variances exist, please explain why such circumstances were not raised as jeopardies to be presented to the TAB. For purposes of this question, assume that a difference of 3% or higher is a "significant variance." Please also discuss in the context of Table 4.1.1-5 at page 66.</p>	<p>THE CLEC RETURNED TEST RESULTS ARE FOUND IN THE SUPPORTING DOCUMENTATION. THE FORMS ARE IN THE TG ORDER ARCHIVES ZIP FILE.</p> <p>TABLE 6-1 OF THE MTP WAS A GUIDE TO THE TAM IN THE CREATION OF TEST CASES REGARDING THE ORDER MIX. THE ACTUAL MIX IS DISPLAYED IN TABLE 4.1.1-2.</p> <p>THE ONLY SIGNIFICANT VARIANCE WAS THE REDUCTION IN DS1 ORDERS. THIS ISSUE WAS RAISED AND DISCUSSED AT THE TAB.</p> <p>TABLE 4.1.1-5 WAS CREATED PRIOR TO THE CREATION OF TEST CASES AND SHOWS TARGET SAMPLE SIZES BASED ON PACIFIC PRODUCTION DATA AND MTP TABLE 6-1. (1/25/01)</p>				
232	AT&T/XO**	Functionality	POP	Table 4.1.1-1	<p>Table 4.1-1 shows two columns labeled "% of Orders (approximate)". Is the second column intended to provide a detailed breakdown of the first? If so, the two columns do not match. The second column adds up to 105%, not the 100% shown. What are the correct percentages?</p>	<p>YES. THE TABLE WAS COPIED FROM THE MTP, WAS AS STATED APPROXIMATIONS, AND USED AS A GUIDE ONLY. (1/28/01)</p>	138	AT&T	<p>When you say this table was copied from the MTP, you mean exactly, so that the table in the MTP is also incorrect or has inconsistent percentages? But there were two sets of percentages in there that were a little bit inconsistent. And I'm asking which set of those percentages the TAM used as its guide or was there so little difference between them that it</p>	<p>Yes. As the answer states, this was an approximate breakdown of percentages. There was so little difference, it didn't matter.</p>

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233	AT&T/XO	Functionality	POP	Table 4.1.1-2 and Table 4.1.1-3	Table 4.1.1-2 shows 315 LNP Only orders issued. Table 4.1.1-3 shows 304 LNP Only orders completed. To the best of our knowledge, only a single CLEC (AT&T) provided facilities for LNP Only orders. Can the TAM explain why (1) AT&T received test requests for only 259 LNP only orders; (2) AT&T received only 213 requests to activate ported TNs in their switches?	Following the CLEC/TG Interface Process, the TG was responsible for notifying the participating CLEC when an order had been issued which required their action. This Interface Process was in development from 12-16-99 until 4-20-00 and continued to be tweaked thereafter as situations were identified until 8-9-00. Without a confirmed process before the first UNE loop orders were issued, the TG was guided by their understanding of the process at the time.	139	AT&T	did not matter to the TAM? I would like for the test generator to step us through in detail the process that was used for handling LNP orders in terms of issuing; in terms of activation. Can you just take us through how those orders were processed? Were all of the LNP-only orders processed as coordinated hot cuts?	What the test generator used was the TG CLEC Interfaces, as were discussed in many meetings over the months of this project. No.
							234	AT&T **	" I would like to understand how orders were considered complete or actually completed when they were not activated in the AT&T switch. " "I would also like to understand what the performance measures for these particular orders -- what number was used to calculate performance measures that were related to this category of orders, if any. " "I would also like to understand if an attempt was made on the test generator's part or the TAM's part to reconcile the discrepancies between the orders that AT&T was activating and the orders that the test generator considered to be completed. "	THE TG REPORTED COMPLETED ORDERS WHEN SOCS WERE RECEIVED FROM PACIFIC BECUASE THE FOCUS OF THIS TEST WAS ABOUT ACCESS TO OSS. ALL COMPLETED ORDERS WERE INCLUDED IN PERFORMANCE MEASUREMENT CALCULATIONS. (2/12/01)
234	AT&T/XO	Functionality	POP	Table 4.1.1-	Should the Total in the Product Count column be 2975 instead of	Yes, Stand Alone Directory orders were not included in the				

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				2	2832? (It appears that the stand-alone directory orders were omitted from the count?) If so, the percentages in column 3 should be adjusted – they currently add up to 105% instead of 100%, if stand-alone directory orders are included.	total causing the totals and percentages to be wrong. The total is 2975 orders and the percentages will be corrected in V1.2.				
235	AT&T/XO	Functionality	POP	Table 4.1.1-2 and Table 4.1.1-3	Should the stand alone directory orders be included in the total orders completed (Table 4.1.1-3)? If so, the totals and percentages should be adjusted. If not, why not? The percentages of orders completed (at least according to the TAM's data) for all products is 93-96%, except for UNE-Loop with Port, which is 87%. Is there a reason why this percentage is significantly lower?	a) In Table 4.1.1-3 of the Final report, the Stand Alone Directory orders were not included in the total causing the percentages to be wrong. The total is 2749 orders and the percentages will be corrected in final report V1.2. b) The TAM did not analyze this calculation. However, due to UNE-Loop with Port being the first order type issued by the TG, there was a higher rate of error when the TG was in the early stages of 'start-up' as a CLEC.	235	AT&T **	" On 235 it says there was a higher rate of error when the test generator was in the early stages of start-up as a CLEC. ""Higher rate of error"" meaning what? Whose error? What were the errors?" "Since it states here that these were UNE loop orders, those were orders ordered through the graphical unit interface known as ""LEX."" And the test generator went to LEX training, I believe. Could you help me understand why there was a higher volume of errors with the simplest of the interfaces, and one where there was direct training received from Pacific? "	IT WAS A MATTER OF GETTING ACCUSTOMED TO A NEW SYSTEM AND INTERPRETING THE CUSTOMER SERVICE REQUEST VIA A PAPER ORDER. LEX WAS THE ORDER ENTRY APPLICATION USED IN THE INITIAL STAGES OF THE PROJECT. THE LEARNING CURVE ASSOCIATED WITH INTERPRETING THE TAM ORDER FORMS AND CONVERTING THE ORDER INFORMATION INTO LSOR-STANDARD FORM HAD BEEN OVERCOME BY THE TIME WE DID EDI ORDERS. THE TRAINING PROVIDED BY PACIFIC GAVE THE TG THE BASICS OF OPERATING THE SYSTEM. (2/12/01)
236	AT&T/XO	Functionality	POP	4.1.1.1.4.2.1	How did the TAM determine that they made "the test case scripts as realistic as possible from a true customer standpoint"?	For a real CLEC, customer data is collected via a phone call. The TAM generated the test cases to provide customer data to the TG based on the same logic.	140	WCOM	In your response it says, "per real CLEC customer data as corrected via phone call." My question to the TAM is: Did you actually call up the customer end user and obtain their pre-order information? How did you collect it? Did you do it by a telephone call to the friendly? In any of your cases did you notice that the	During friendly collection, if they desired to participate and provide their service address to be used for a test order, we collected their name and address and telephone number from them. No, it was done via an e-mail request that was distributed. And they returned to us an authorization

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									friendly address provided by the end user on their form differed from the address searched by the test generator?	form giving us permission to use their address. Yes, in some cases when we verified that they were truly in a Pacific area, which was the first criteria to accept them, we did notice that their addresses were in -- in some cases reported differently to us than recorded by the CSR.
							236	AT&T	"Was the TAM also blind to the way real CLECs operated; and if not, how did you collect your information of real-world CLEC operations? " " Your real experience was actually as being part of a CLEC? Working for a CLEC? I'm still not understanding. "	" Sue, it was based on our professional opinion; based on our experience. " " That is in the profiles that will be published, but some TAM members had CLEC experience."
							237	AT&T	"Was there any other source for determining how a CLEC would operate? " "The reason I ask is it seems in some of your questions you rely on information Pacific Bell gave you to determine how a CLEC would operate. We covered a couple of those yesterday. So you didn't rely on anything Pacific Bell told you to determine CLECs' preferences or how a CLEC would operate?" "Is that ""No"" across the board or does that include -- I think we discussed yesterday about the fact that Pacific Bell told you that CLECs would not be using the 911 gateway. I guess the two	No. No. " Ellen's response: I would have to look at the context of not using the gateway. I don't recall that. MR. KOLTO-WININGER: I believe that was the test generator who asked if there was a CLEC preference to their account manager for entering 911 information, not the TAM. MR. MACKEY: And I believe that's correct."

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									answers appear to be in conflict. "	
237	AT&T/XO	Functionality	POP	4.1.1.7	When did the TAM present a detailed Test Generator Interface Process document and begin meaningful dialog with the participating CLECs?	The first process document was brought to discussion on 12/16/99.				
238	AT&T/XO**	Functionality	POP	4.1.1.2.2H	What methods and procedures were used to determine the appropriateness and timeliness of reject messages? What was the rate (frequency/duration) of unsuccessful connection to VeriGate and DataGate? Were those rates consistent with SBC Broadcast Fax system outage notifications?	THE TG REVIEWED ERROR MESSAGES RETURNED WITH PACIFIC DOCUMENTATION AVAILABLE IN THE CLEC HANDBOOK. THE TG DID NOT SPECIFICALLY TRACK THE TIMELINESS OF REJECT MESSAGES, HOWEVER, THE TG DOES NOT HAVE A SPECIFIC OBSERVATION OF REJECT MESSAGES BEING RECEIVED IN AN UNTIMELY MANNER. THE TG DID NOT SPECIFICALLY CALCULATE A RATE OF UNSUCCESSFUL VERIGATE OR DATAGATE CONNECTIONS. 2/8/01				
239	AT&T/XO	Functionality	POP	4.1.1.2.3	Please explain why the K1023 process was not tested as outlined in the MTP?	In November 1999, during preparation for issuing test orders, the TAM learned that xDSL new and conversion orders had been upgraded to flowthrough orders effective 10-15-99. This change was discussed on the weekly TAM/TG/CPUC issues calls and it was determined to use the pre-order loop qualification feature rather than fax a K1023 form.				
240	AT&T/XO**	Functionality	POP	4.1.1.2.3	Describe/explain the approval process by which "[t]he following variances from the MTP were identified and approved during the course of the Test Effort."	VARIANCES TO THE MTP WERE DISCUSSED WITH, AND APPROVAL WAS OBTAINED FROM, THE CPUC DURING THE WEEKLY STATUS CALLS.	146	AT&T	I just wanted to understand in general if the variances to the MTP were discussed at all with the TAM? In general, if there was a variance between what was	These variances were not discussed with the TAB as stated in the answer to the question. In most instances, all of these variances were

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						(1/23/01)			contained in the master test plan and -- that a change was made, was the change shared with the TAB? Were there any instances that it was?	discussed with the Commission staff. And when it was determined jointly that it was a significant variance, then we would bring it up to the TAB.
241	AT&T/XO	Functionality	POP	4.1.1. 2.4.2. 2	Please explain what is meant by "All test cases executed and repeated as necessary, until expected results were achieved." Also, please specify how often and which test cases required such repetition? Please explain what is meant by "expected results."	This refers to issuing the order, correcting any errors and sending a new version until a SOC or an error message, if planned, was received on the order. Repetition of test cases can be seen in the difference in quantity by loop type between Table 4.1.1-2 (LSRs Issued (created)) and Table 4.1.1-3 (LSRs Completed). Expected results is either an error message or completion to SOC.	143	WCOM	I'm trying to reconcile the statement that the sending of sups or changes was delayed until a SOC was received with the response in 241 which says that a new version of an order was sent until a SOC was received. Those are inconsistent to me, and it's very important that we have an understanding of how the test was constructed in this area. The second part addressing this until a SOC was received, I don't believe the test was constructed to jump into the middle of a late SOC process and sup or change an order as it says in Observation K. Do you agree?	Question 241 is not in direct relation to the nine orders we were just discussing. Question 241 refers to repeating test cases in a way that if we handed a test case to the test generator and they attempted to submit it, and you received an error message that they could not reconcile, they would hand it back to us for us to check what the order detail was and tell what that error was. 241 refers to clarifying the test case data to be able to successfully generate an LSR to eventually receive the SOC.
							144	WCOM	Am I not correct in assuming that the cases that didn't make it to completion had errors in them?	It would not necessarily be a formal error message. It may have been an inconsistency that was discovered before there was an LSR even submitted to receive a formal error message from the system.
							145	WCOM	Does the repetition of test cases include any instances of military style testing that is described in the test plan?	It is our understanding that the repetition in itself is one level of military style testing in that we would receive an error message, correct the details of the order and send it again. The other level of -- as described in the test plan which requires system changes or new system

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										releases and then reissuing test cases after that system change was made was not encountered.
							238	WCOM	"In the response to this question, there's a statement that says that -- I believe it's the second sentence -- repetition of test cases can be seen in the difference in quantity by loop type between Table 4.1.1-2 and Table 4.1.1-3. This morning I thought that we talked about the fact that the difference was abandoned orders or canceled orders between those two tables. This seems to indicate something different. Am I just not reading this correctly? " "In your answer you say, ""Expected results is either an error message or completion to SOC."" Do you -- do you say that this is here -- your expected result anywhere other than this document here? Is this in the master test plan or other document? "	"Candy's response: Sue, we will be trying to clarify that whole process when we redo those tables." "I believe we would have to go and research if it's somewhere else. "
242	AT&T/XO	Functionality	POP	4.1.1. 2.4.2. 1 E	Which service ordering reference manuals were used, and how were they obtained?	Handbooks for LSOG, LSOR and USOCs were downloaded from the SBC Web Page.				
243	AT&T/XO	Functionality	POP	4.1.1. 2.5.1	Page 64 states that: "Table 4.1.1-5 provides an example of the number of test cases required to be issued per product based on statistical analysis." For UNE 2w loops with and without number portability, Table 4.1.1-5 shows 963 required. But Table 4.1.1-2 shows only 722 UNE 2w loop	Table 4.1.1-5 is the target volumes of orders by product and activity. To make the comparison in the question one would need to add the 388 assured loops to the 722 basic loops for a total of 1110 2w loops issued versus 963 targeted.				

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					orders were issued. Can the TAM explain the discrepancy?					
244	AT&T/XO **	Functionality	POP	Table 4.1.1-4	How does this table relate to the statement on page 23 of the TAM Report concerning total LSRs completed versus total LSRs issued?	THIS TABLE PROVIDES THE FORECAST OF ORDERS TO BE ISSUED TO THE TG PER DAY AT THE BEGINNING OF THE TEST. THE TOTALS REFERENCED IN SECTION 3.1.1 ARE BASED ON TABLES 4.1.1-2 AND 4.1.1-3, WHICH ARE ACTUAL TEST CASES ISSUED AND LSRs COMPLETED. (1/22/01)				
245	AT&T/XO **	Functionality	POP	Table 4.1.1-5	Please explain whether this table represents planned or actual orders. The total of 2276 orders does not appear to match the previously questioned statement on page 23 or Table 4.1.1-4.	TABLE 4.1.1-5 PROVIDES THE TARGETED SAMPLE SIZE OF COMPLETED ORDERS PER PRODUCT BASED ON A STATISTICAL ANALYSIS OF PACIFIC PRODUCTION DATA FOR SEPTEMBER AND OCTOBER 1999. (1/22/01)				
246	AT&T/XO	Functionality	POP	4.1.1.2.5.2	Was the hand off of the test case packet from TAM to TG an exchange of paper (hard copy) files or electronic files?	It was a paper copy.				
247	AT&T/XO	Functionality	POP	4.1.1.2.5.1.3	Who were the 4-5 TAM resources maintained at the TG site, and how were they selected?	The on-site monitoring team resources, under the direction of team lead Anibal Gonzalez-Caro, were selected based on individual qualifications and required monitoring needs.	239	AT&T **	"We have the same question that we did for 211 and 212. "	AS STATED IN THE GLOBAL STATEMENT MADE ON THE FIRST DAY OF THE WORKSHOP, PROFILES OF TEAM LEADS ARE PUBLISHED ON THE CPUC WEBSITE. (2/12/01)
248	AT&T/XO **	Functionality	POP	4.1.1.2.5.1.3	Does Item C refer to interaction between the CLEC and ILEC or the TG's interface with the ILEC and the CLEC?	THIS REFERS TO INTERACTION BETWEEN PSEUDO CLEC AND ILEC. (1/23/01)				
249	AT&T/XO	Functionality	POP	4.1.1.2.5.1.3	1)In Item 1.a), was the test case packet a paper package? 2)Who delivered it to the order	1) Yes, the test case package was a paper package 2) The TAM representative	240	AT&T	"I just wanted to clarify. I realize there's no answer here, but I want to make sure there's an answer coming for 6, because you	"Candy's response: We will make sure that we get No. 6 "

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					entry bin? 3)In Item 1.b), who comprised the order entry team, and how were the individuals selected? 4)In Item 1.c), who comprised the order execution team, and how were the individuals selected? 5)In Item 1.e), who was the TAM project manager, and what are their professional qualifications? 6)In Item 2.a), can the TAM provide examples of errors/rejects that could not be resolved?	handed it to the tracker and received sign off of the packet with the date and time and initials of the person accepting the packet. The TG tracker put it in the order entry bin 3) The order entry team was under the direction of the TG. The team was chosen by the TG Project Manager and GXS management from the GXS telco business consultants and GXS telco support groups and had no previous Pacific Bell experience. 4) The order execution team was under the direction of the TAM. The team was chosen by CGE&Y management team. These individuals had no previous Pacific Bell experience. 5) Candy Clark was the TAM Project Manager. Her qualifications are listed in the TAM Team Profile on the CPUC web site.			answered the other five, "	
250	AT&T/XO	Functionality	POP	4.1.1. 2.5.1. 3	In monitoring the order entry methods, 2(c) states that the for orders returned the TG “generated a new test case to replace the original test with correct information.” How did the TG determine what “correct information” needed to be supplied on the new test cases?	When the error was related to the order details supplied by the TAM, the order was referred back to the TAM. If the error was LSR field errors the TG investigated their documentation or consulted their SMEs to correct the error.	241	AT&T	"It says that the TG investigated their documentation or consulted their SMEs."	That's correct.
251	AT&T/XO	Functionality	POP	4.1.1. 2.5.1. 3	In Item 5, were the GXS daily report files loaded electronically or manually?	The GXS files were Excel spreadsheets received daily via email. The TAM then executed an				

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						electronic script, which added the updates to the appropriate record in the TAM database.				
252	AT&T/XO**	Functionality	POP	4.1.1. 2.5.1. 3(2)(b)	This section states that if an error couldn't be resolved, the test case was cancelled. How many orders fell into this category?	THE NUMBER OF ORDERS THAT FELL INTO THIS CATEGORY = 120 GUI AND 189 EDI = 309 (1/22/01)	147	AT&T/WC OM	The number of orders that fell into this category, orders means -- could you define orders for me? Whether it's LSRs or -- it would either be LSRs or test cases, correct? How did you calculate the numbers that appear in your response then? Are you able to tell us how either one would have been calculated -- or both could have been calculated is the more appropriate question?	The answer then is better stated as test cases. These numbers were calculated on the number of test cases represented by a unique tracking number that are on the abandoned order report, which is in the supporting documentation. And from that there's one for EDI and one for GUI, one abandon order report for each. And from that, we only counted those test cases, which we had submitted to the test generator. On that report and on the tracking log, there are a few tracking numbers that were used by the test generator in their joint testing. The joint testing where they actually assign a tracking number to it out of the sequence of the tracking numbers we were using so that we could segregate those. So these cancelled orders are abandoned orders that were originally submitted by the test administrator to the test generator.
							148	AT&T	I just want to be sure that I understand that if there were 309 test cases that were abandoned, there would have to be probably more or possibly more but at least 309 LSRs that never received a SOC.	Not necessarily because if the test case was abandoned, it does not automatically mean that there was an LSR that had been issued. So you would see a cancelled status in the activity log meaning the LSR had to be cancelled. If the LSR is cancelled, then the test case is abandoned.

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							149	AT&T **	It seems that the only test cases that actually should count were test cases that were generated by the TAM and sent to the tester generator. But it sounds like, if I'm understanding correctly, that the log or the appendix that we're using here that your subject matter experts were using also contains some other set type of test cases with tracking numbers that the test generator put on them. And I'm trying to understand what those test cases are.	SEE RESPONSE TO SUPPLEMENTAL 147 OF REFERENCE NUMBER 252. (2/12/01)
253	AT&T/XO	Functionality	POP	4.1.1. 2.5.1. 3(6)	This section seems to describe the function of the Generated Daily Log (Appendix I) As such, it describes that it will include action plans and follow-ups for the next day. If you look at Appendix I there does not seem to be any linkage as far as action plans and follow-ups are concerned. Please explain.	This appendix provides the daily working papers of the TAM monitoring team. It's intent was not be an issue log but rather to document observations for discussion, investigation, and reference as the TG operated as a CLEC. When daily log entries were found to be an issue they were recorded on the master Issue log found in Appendix B.				
254	AT&T/XO	Recommendations	Recommendations	4.1.1. 2.7(A)	This section states that the recommendation was that Pacific's systems be updated to accept a single service order to move services between regions. Pacific stated that change would be made in December 2000 – was it?	The TAM does not have knowledge of Pacific's system updates after the end of testing.				
255	AT&T/XO	Functionality	POP	4.1.1. 2.7(B)(E)	Please explain the process Pacific used to set up the test bed and why it was susceptible to errors described in the report. How did this process impact the attempt to ensure the blindness of	The TAM was not involved in the process used to establish the test bed. The Pacific contacts that the TAM interfaced with for the test bed were members of the small team assigned to the OSS test so				

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					the test?	they were aware of the requirement for blindness.				
256	AT&T/XO	Functionality	POP	4.1.1. 2.7	<p>1)In Item C, how did Pacific remedy the problem of multiple test accounts with the same customer name?</p> <p>2)In Item H, the TAM states that “the incidents were referred to the IS call center by the TG but no corrections were made or known to have been made.” Please explain the scope of the problem, e.g., number of orders affected. How did the TG process orders where the due date was prior to the issue date?</p> <p>3) In Item J, why were the features no longer available when the accounts were migrated and has Pacific responded to the recommendation that it validate the features requested on an LSR?</p>	<p>1) At the request of the TAM, Pacific generated internal O/I orders to change the names on the accounts</p> <p>2) This observation was made during monitoring of order entry. The TG aborted the order when the due date error occurred and contacted the ISC. The order did not process.</p> <p>3) If known, Pacific did not report the cause of the features being different than expected from the previous order. The recommendation is a part of this report and the TAM is not aware of a Pacific response to date.</p>	242	WCOM	<p>"This is the -- the case where you had issued an order. Features apparently were not provisioned by Pacific, and therefore you couldn't make a change to an order. Yet you didn't go back and get a root cause of this. Why didn't you do that, since this would be obviously a significant customer impact?"</p> <p>"So let me make sure I understand. When you define functionality of OSS, you are defining it only as sending the order, not whether the order was processed correctly? "</p>	<p>" This test was not to audit Pacific's internal processes and system updates. It was functionality of OSS and access to them. "</p> <p>"The outcome of a completed order which we tested to determine if the service was received as described elsewhere was also the function of it; that we would enter an order and receive a SOC back; and that the test that we were able to perform under this test on that line were also successful. We did not audit the cause for internal error messages."</p>
							243	WCOM	<p>"You ordered -- in this particular instance you ordered call waiting. And later on, as we talked yesterday, you came back and wanted to change that feature. And that order rejected because that feature had not been provisioned. Can you help me understand why it is that an order that asked for call waiting that didn't get call waiting was considered successful, since my customer probably wouldn't consider it successful?"</p>	<p>Given the discussion we had yesterday at length about these feature change orders, and that there were a few of those, I would like to go and see if we can clarify the statement. "</p>
							244	WCOM **	<p>"There were a number of</p>	<p>ON 12/9/1999, THE TG</p>

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									incidents that you referred to with the IS call center that were problems, yet you never got a response. What did you do with those orders? You just -- were those abandoned orders as well? This is the answer to Item 2 regarding Observation H. And one of these, at least, was a really curious one. It was a due date that happened before the order was issued. Did that not strike you as something you might want to follow up on? "	ENTERED A NAPA PRE-ORDER TRANSACTION VIA VERIGATE, AND RECEIVED A DUE DATE OF 11/16/98. THE TG (AS NAPA) CALLED THE ISC TO REPORT THE APPARENT PACIFIC SYSTEM PROBLEM, AND WAS GIVEN VANTIVE TICKET 2351225. THE ISC SAID THEY WOULD INVESTIGATE AND CALL BACK. ISC CALLED NAPA (TG) NEXT DAY, AND ASKED US TO TRY AGAIN. AN APPROPRIATE FUTURE DATE WAS NOW RETURNED. THEREFORE, WE WERE THEN ABLE TO PROCESS THE ORDER. NO EXPLANATION WAS PROVIDED BY PACIFIC. A RELATED PROBLEM WAS OCCASIONALLY GETTING GUI FOCs BACK WITH A DUE DATE OF 1900/01/01. RESEARCH HAS IDENTIFIED FIVE OF THESE ORDERS. ONLY IMPACT WAS THE SOC WAS ALMOST INSTANTLY RECEIVED AFTER THE FOC. ORDERS INCLUDED NAPA LPWP PON PO9354695P ON 2/17/00, BLACKHAWK LPWP PONS BHPOG373 ON 2/24/00, BHPOG562 ON 3/21/00, AND BHPOG622 ON 3/27/00, AND NAPA SDIR PON PO9577695P ON 5/15/00. THIS WAS A TOPIC OF DISCUSSION WITH PACIFIC AM ON 2/25/00. ON 4/25/00, PACIFIC AM REPORTED BEING UNABLE TO DUPLICATE THE

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										1900/01/01 DUE DATE, ALTHOUGH IT RECURRED AS MENTIONED ABOVE ON 5/15/00. (2/12/01)
							245	WCOM	"I wanted to just reach closure on what Ellen said. I understand that the TAM tested the functionality of OSS. That was your charge. And your expected result was either an error message or completion to SOC. Did you, as part of the test, compare the contents of an LSR to the SOC to confirm that the items requested in the LSR were provisioned as documented in the SOC? " " Did you use Toolbar to go in and check account status to see how the database reflected the features that had been provisioned? " "So you were using LEX, correct, for all of these orders? " "And did this happen to you only on orders through the GUI? " "And when you did encounter a discrepancy, what did you do?" " This is a process that CLECs do to audit, to make sure that what the customer ordered, the customer got. You received a service order completion. You went back into LEX, and you --	"As we said yesterday, after we started to encounter the problems with the -- with those particular orders, we cross checked the features of the SOC against the order as handed to us, to make sure that there was a match." "Simon Gould's is not aware that that was available to us. If it was, I would have to check with the team. " "Yes, we use LEX for the orders through the GUI. " Yes "Yeah. When the -- when we've got a SOC back the older HV team would print a hard copy of that SOC, which would then be routed back to our tracking person, who would then cross-check that with the order entry form that the test administrator had given us. " " After we had had the initial problems, feedback from the -- the people in Tampa, we did not have any more problems after that. "

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									you looked at that completion, which provided you the USOCs for the features ordered; is that correct? "	
							246	WCOM	<p>"So the problems that you did have, did you raise them at all to Pacific? Did -- a CLEC who has a customer that is missing a feature would normally call and say, ""Why is this feature missing? What is the problem?"" Did you just not do that? "</p> <p>"And, actually, my particular questions were directed to the TAM. Since the test generator gave that information back to you all, did you perceive that that part of your role was to validate that the circuits had been provisioned correctly and that the features had been provided as requested?"</p> <p>"Just to follow up, Mr. Gould, you had this problem initially. Did the test generator continue to monitor the correspondence between the SOC's and the LSR throughout all of the orders that were passed?"</p>	<p>"I'm pretty sure we went through all this yesterday, but on those orders that we had this problem, we refer them to the LSC. After cross-checking with the TAM, we thought: Yeah, it looks like we think we should have these. The LSC stated our records show that a particular problem was yes or no. And that was as far as the test generator went."</p> <p>"The TAM did not validate features in Pacific's switch."</p> <p>That's correct.</p>
257	AT&T/XO	Functionality	POP	4.1.1.2.7	Item D: Please elaborate on the process by which this issue was "followed up on" with/by the Pacific account manager.	The problem was with the sub-locations and was strictly for the test accounts generated by Pacific. The Pacific account manager was notified via email and the sub locations were added to the accounts.				
258	AT&T/XO	Functionality	POP	4.1.1.2.7	Item H: Why were due dates received prior to issue dates?	The TAM observed that the situation was corrected but no	247	AT&T	"In the case of the due dates, the orders where you received due	THE ORDERS WHICH RECEIVED A DUE DATE PRIOR

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					Why were no corrections made?	cause was given by the ISC to the TG.			dates that were prior to the issue date of the order, were those orders canceled or supped, or how were they ultimately disposed of?" "Were those included in the performance measurement data because I seem to actually recall several incidents of that when I was reviewing the data." "Could you also advise whether or not this was a problem that was a one-time instance or a recurring problem through the test?"	TO THE ISSUE DATE WERE RE-TRIED, AND RECEIVED CORRECT DUE DATES. PLEASE REFERENCE ISSUE #39. THE CORRECT ORDERS WERE INCLUDED IN PERFORMANCE MEASUREMENT DATA. THIS WAS OBSERVED IN TWO OCCASIONS; 1/12/00 AND 2/28/00 (2/12/01)
259	AT&T/XO	Functionality	M&R	4.1.2.7	Item G: Which Verigate tables were not updated? What does the Tam mean exactly by its recommendation that “a more robust pre-production test be established with CLECS prior to the CLECs production approval?”	The missing table update concerned the identification of ACTLs to the CLECs that owned them. The TAM recommends a proactive verification that all the CLECs ACTLs are updated in Pacific’s tables and are production ready.				
260	AT&T/XO	Functionality	POP	4.1.1.2.7	Item K: Why were the SOC’s delayed?	During the TG follow-up of delayed SOC’s in this observation the cause was not given.				
261	AT&T/XO	Functionality	POP	4.1.1.2.7	Item O: Was this lack of information communicated to the participating CLECs, and if so, when?	This observation refers to the facilities provided by one CLEC for UNE DS1 loops. The collocation facilities were actually DS3’s and could not be used for copper DS1 loops according to Pacific’s business policy on ‘co-mingling’. The issue was discussed at several TAB meetings.				
262	AT&T/XO	Functionality	POP	4.1.1.2.7	1)In Item K, how does the transmission of a jeopardy	1) The jeopardy would give the CLEC a notification that the	248	AT&T	" When you identify that a SOC is late, has the work on the order	"Sue, you say that the terminology is confusing. Are you

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					remedy the problem of late SOC's? 2)Was the work not completed, and is that why the SOC was late? 3)Can the TAM clarify the problem encountered in Item L? It appears as if supps had previously been issued against these same accounts with no problems. 4)How large a problem is this and is there a proposed fix? 5)In Item M, did the TAM ask Pacific why a SOC was received if the TN was never installed on the original order? If so, what was the response? If not, why not? How significant was this problem and was encountered on any other supps? 6)Can the TAM clarify what item O means? Did the TAM ever ask the participating CLECs to provide "the type of facility and capacity to which a selected product type could be assigned", and if so, when? 7)In Item P, didn't AT&T advise the TAM of its DS1 to DS3 configuration in January, 2000 and ask the TAM to verify with Pacific that it was appropriate for use in the OSS test? Didn't AT&T propose alternate	customer migration will not be worked on the scheduled date and time. 2) During the TG follow-up of delayed SOC's in this observation the cause was not given 3) During inquiry on this issue, the LSC could not explain why the service type was different from the TAM's record of the original order. The LSR was no longer available for review. The LSC stated only that 'it should have been rejected' 4) The TAM observed only a few (<5) orders. The TAM is not aware if Pacific has determined the cause or scheduled a 'fix' 5) As described in this item, this was an observation on one order. The LSC could not explain why a SOC had been sent. 6) This observation refers to the facilities provided by one CLEC for UNE DS1 loops. The collocation facilities were actually DS3's and could not be used for copper DS1 loops according to Pacific's business policy on 'co-mingling'. The issue was discussed at several TAB meetings. 7) AT&T stated to the TAM that the DS3 configuration was what they used for DS1s. AT&T did			already been completed and it is just the SOC that you have not received, or is the problem that neither the work has been completed nor the SOC has been received?The terminology is confusing and the responses are also confusing."	saying the questions and the answers are confusing?"

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					solutions, and offer to install UNE DS3s so its DS1 facilities could be used during the test? Wasn't it the CPUC's decision to invalidate the use of AT&T's DS1s?	suggest that the TAM verify the use of the DS3 facilities with Pacific but to protect blindness the TAM chose not to since this was the method in place for AT&T. AT&T did offer and proceed with establishing UNE DS3s to support DS1s. No, the CPUC decision to process as many DS1 as possible without the DS3s came after the DS3 configuration was disqualified by Pacific's 'co-mingling' business policy. The disqualification was in spite of a request for Pacific management to waive the policy for the test.				
							249	AT&T **	" I'm saying that the answers to the questions don't make it clear what you mean by a late SOC.What I am seeking to understand is, when you say a late SOC, has the work been completed and you just haven't received the confirmation, or is it the SOC is missing altogether." " And a follow-up question to that is: If it's in fact just a missing SOC, I don't understand how your remedy of issuing a jeopardy against that order is applicable." "Where in the process did the SOC break down? Was the order completed late, or was there a breakdown between the SORD feeding the GUI, feeding -- creating the SOC to send to the CLEC? Where in the process was	ANSWERED IN THE 1/30 WORKSHOP. ALSO, SEE TRANSCRIPT FOR 1/29 CONCERNING LATE SOCS. (2/12/01)

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									the breakdown with these late SOC's?"	
							250	AT&T	"On Item 4, your response states that you observed only five orders. Was that all -- that is total orders that were involved or that's the total that were observed?" "Could I ask a clarification? It's less than five as part of the functionality test. Were there any late or missing SOC's during the capacity testing?" "So your capacity test didn't go that far?"	"I believe that was the total that were identified." There was no SOC's capacity test. It just went to FOC's.
263	AT&T/XO	Functionality	POP	4.1.1.2.7	1)In Item R, what is Pacific's "interval between completion of an order and update of its backend system"? Does this refer to disconnect orders that free a CFA for reuse? 2)In Item S, why were accounts with mileage charges not to be allowed in the test? 3)In Item T, didn't AT&T provide updated collocation information on several occasions to the TAM which was not used when the TAM asked the TG to generate orders? Weren't these collocation changes the result of the delay in commencement of testing from when the original collo information was provided in February, 2000?	1) As reported by Pacific, the interval for updating all backend end systems is 3-5 days but averages closer to 3 days. Yes, this would also apply to disconnect orders. 2) EEL loops were not defined in the scope of the MTP. 3) AT&T did revise the CFAs it was providing for the test in several collocations on several occasions. The TAM did not use all CFAs in all collocations for any CLEC as the request was for a block of CFA to build an inventory for the pseudo CLECs. AT&T did not specify the reason for the change in CFA, except that it had been assigned to a customer line and was not available for the test.	262	AT&T	"In reference to the first response, am I correct in stating that the back-end systems interval for updating for all order types is three to five days with an average of three days; am I understanding this correctly? It's not just talking about disconnect orders; is that correct?" " MS. WALKER: But it is a universal statement for all orders types for all back-end systems the average to update is three to five days; is that a true statement?" " And in reference to the third response under this Reference No. 263, I believe that the question either wasn't clearly phrased or it wasn't fully understood. What AT&T was	"I believe the response says that it also applies to disconnect orders." "That is our understanding." "I agree that on several occasions you revised the coefficient facilities that you were giving to us, and that in turn caused a revision in our test cases."

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					4)In Item X, how many “original migration requests were incorrectly processed”? How was this situation rectified?	4) This is a duplicate of Item L in the report			trying to point out here is that on several occasions we updated the CFA information and provided it to the TAM, but we've received orders subsequent to those updates with incorrect CFA information. That's what this was trying to highlight, and that the response don't really address that question."	
							263	AT&T **	<p>"But what I'm trying to point out is that, on several instances after we gave you revisions, we still continued to receive test cases with incorrect CFAs after we had provided updates. That's what I'm trying to bring out here. That's what the question was intended to address."</p> <p>"I think the question was asking for an explanation of the type of confusion that the report referred to. And although the answer says that, in the TAM's opinion, the confusion was normal or the questions were normal for a start-up CLEC, it doesn't answer the question of what type of confusion it was and what the issues were. And in addition to that, I have a question about how the TAM made the determination that the confusion was normal for a start-up CLEC."</p>	<p>DURING THE GENERATION OF TEST CASES FOR UNE LOOPS, THE TAM WAS STILL RECEIVING REVISIONS OF CFA LISTS AND PREPROVISIONING REPORTS FROM THE PARTICIPATING CLECS. EVERY ATTEMPT WAS MADE TO MINIMIZE ERRORS AND ANY REPORTED WERE CORRECTED IMMEDIATELY.</p> <p>THE TAM VIEWED THIS INITIAL CONFUSION ON THE IMPACT OF OMITTING THE FDT FIELD AS NORMAL FOR A CLEC LEARNING TO ISSUE LSRS. (2/12/01)</p>
264	AT&T/XO	Functionality	POP	4.1.1. 2.7	Item W: Please provide additional detail regarding the “confusion as to the proper field entries on the LSR and the coordination required with Pacific	This item refers to the first CHCs done by the TG. The questions regarding LSR entries and the request for assistance from the LSC was normal for a start-up				

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					to complete a Coordinated Hot Cut.” Please also elaborate on the discussions with Pacific and the resolution of the confusion.	CLEC.				
265	AT&T/XO	Functionality	POP	4.1.1.3.2	Who was the TAM monitoring representative, and how was this resource selected?	This monitoring representative was actually a team of 4 members under the direction of Anibal Gonzalez-Caro. They were selected based on their qualifications and required monitoring needs.				
266	AT&T/XO	Functionality	POP	Figure 4.1.1-4	<p>1)On page 76, the TAM report states that “The Pacific LOC would test all the AT&T 2-wire orders with a TAM representative overseeing and documenting the process.” Figure 4.1.1-4 shows that 50 total assured loop orders were sent to be tested. The AT&T SOC report which the TAM provided shows that a total of 173 assured loop orders using AT&T CFAs were completed. (Note: this number excludes disconnect orders.) Can the TAM explain this discrepancy?</p> <p>2)Please clarify the meaning of “CLEC failure” or “CLEC only failure.”</p> <p>3)Please explain the statement “Orders held with no subsequent due date?”</p>	<p>1) The End to End testing issue was not raised by the CLECs until 3/30/00, (Issue Log 36 and 60). A decision was not made on how testing would be done until 5/19/00. Monitored testing was not started until 6/7/00. Therefore, many orders were already processed through functionality testing prior to the start of Tam Monitored Testing by Pacific.</p> <p>2) A CLEC Failure, as stated on page 81 of the Final Report and per the Methods and Procedures in Appendix J, was anytime the AT&T ANI did not work or there was no dial tone at the CLEC tie pair.</p> <p>3) “Orders made held with no subsequent due date” was any order that could not be processed through completion and was never resent for processing. This could be for many reasons including lack of loop facilities through Pacific.</p>	264	AT&T	" I think the point of clarification that I'm looking for is the TAM report states clearly that the Pacific LOC would test all of the AT&T two-wire orders. This statement and this question applies to not just this reference number but several subsequent. It's clear that not all of them were tested; is that a true statement? For all of the different loop types that we are talking about here, for all of those that used AT&T facilities, not all of those loops were tested; is that a true statement?"	Yes, it is.
							265	AT&T **	"Then I would ask that the TAM	THE REASONS ARE INCLUDED

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									report be clarified and all the references noted that not all AT&T loops were tested. This is in respect to Reference"	IN THE COMMENTS FIELD OF THE TG FINSPREADSHEETEDI.ZIP FOUND WITHIN THE TG ORDER ARCHIVE.ZIP LOCATED IN THE SUPPORTING DOCUMENTATION. (2/12/01)
									"And continuing on with Reference No. 266, the Response to No. 3, were these orders abandoned?I have that same question with respect to No. 268 and I think that's it. Just 268."	
									"I guess I'd be curious to know what the specific reasons were. I mean this says -- this says it could be for many reasons including lack of facilities.I would be curious to know what the specific reasons were for these -- for the orders being held because the answer, as written, just gives examples.But if you could give all the reasons, that would be helpful."	
							266	ORA **	"When you do the follow up on those reasons, if you could tie them to a specific order and geographic -- and the geographic location, the central offices associated with them so that we just don't get a list of reasons, but we actually tie those orders to the problems."	THE REASONS ARE RECORDED IN THE SPREADSHEETS IDENTIFIED IN THE ANSWER ON SUPP 265 ABOVE. (2/12/01)
									"I'd like my request to stand the way it is. But if you want to include PON number, that's fine."	
267	AT&T/XO	Functionality	POP	Figure	1)On page 76, the TAM report states that "The Pacific LOC	1) The End to End testing issue was not raised by the CLECs until	267	AT&T	"The response to the first part of this question states that the	"Sue, we stated it that way because I didn't know why you

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				4.1.1-5	would test all the AT&T 2-wire orders with a TAM representative overseeing and documenting the process.” Figure 4.1.1-5 shows that 63 total basic loop orders were sent to be tested. The AT&T SOC report which the TAM provided shows that a total of 179 basic loop orders using AT&T CFAs were completed. (Note: this number excludes disconnect orders.) Can the TAM explain this discrepancy? 2)Please clarify the meaning of “CLEC failure” or “CLEC only failure.”	3/30/00, (Issue Log 36 and 60). A decision was not made on how testing would be done until 5/19/00. Monitored testing was not started until 6/7/00. Therefore, many orders were already processed through functionality testing prior to the start of Tam Monitored Testing by Pacific. 2) A CLEC Failure, as stated on page 81 of the Final Report and per the Methods and Procedures in Appendix J, was anytime the AT&T ANI did not work or there was no dial tone at the CLEC tie pair.			CLECs did not raise the end-to-end testing issue until March 30th.I think it might be clearer to state that the CLECs did not have a clear understanding of what TAM received end-to-end testing to mean until March 30th, which is why the issue was identified at that point in time.I would ask that that update be made to this response and clarification."	didn't raise it sooner. We just know when you raised it and when the discussion started on it."
268	AT&T/XO	Functionality	POP	Figure 4.1.1-6	1)On page 76, the TAM report states that “The Pacific LOC would test all the AT&T 2-wire orders with a TAM representative overseeing and documenting the process.” Figure 4.1.1-6 shows that 112 total loop with LNP orders were sent to be tested. The AT&T SOC report which the TAM provided shows that a total of 128 loop with LNP orders using AT&T CFAs were completed. (Note: this number excludes disconnect orders.) Can the TAM explain this discrepancy? 2)Please clarify the meaning of “CLEC failure” or “CLEC only failure.” 3)Please explain the statement “Orders held with no subsequent due date?”	1) The End to End testing issue was not raised by the CLECs until 3/30/00, (Issue Log 36 and 60). A decision was not made on how testing would be done until 5/19/00. Monitored testing was not started until 6/7/00. Therefore, many orders were already processed through functionality testing prior to the start of Tam Monitored Testing by Pacific. 2) A CLEC Failure, as stated on page 81 of the Final Report and per the Methods and Procedures in Appendix J, was anytime the AT&T ANI did not work or there was no dial tone at the CLEC tie pair. 3) “Orders made held with no subsequent due date” was any order that could not be processed				

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						through completion and was never resent for processing. This could be for many reasons including lack of loop facilities through Pacific.				
269	AT&T/XO	Functionality	POP	4.1.1.3.7	1)In Item 4, why were only 144 orders tested, when the TAM's data shows 304 LNP only orders completed? 2)Please clarify the meaning of "CLEC failure" or "CLEC only failure."	1) The End to End testing issue was not raised by the CLECs until 3/30/00, (Issue Log 36 and 60). A decision was not made on how testing would be done until 5/19/00. Monitored testing was not started until 6/7/00. Therefore, many orders were already processed through functionality testing prior to the start of Tam Monitored Testing by Pacific. 2) A CLEC Failure, as stated on page 81 of the Final Report and per the Methods and Procedures in Appendix J, was anytime the AT&T ANI did not work or there was no dial tone at the CLEC tie pair				
270	AT&T/XO	Functionality	POP	4.1.1.3.8	In item B.a), what is the significance of the training of new Maintenance Administrators? Does this mean that the Maintenance Administrators who performed the LOC testing were new and inexperienced?	No, the TAM Representative felt it significant that New, i.e. additional, Maintenance Administrators were being trained to provide better service and enlarge the work group at the LOC. This should help provide better response time to the CLECs. The Maintenance Administrators who performed testing had been in their job as MA's for several years and the primary tester had Outside plant installation and repair experience. All were very experienced				
271	AT&T/XO	Functionality	POP	4.1.1.	How did the TAM validate facility	Facility Data was validated by the	251	XO	"And talking about the visits to the	No.

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				4.2	data obtained from the CLECs?	Service Processing through Pacific and by the CO visit documented in Appendix L (page 414) made to physically check the facilities.			central office, I wanted to know whether this included a visit to the XO facilities, and if so, what was involved in the visits, and did it require access into the XO colo cages?" "Were all of the central offices visited or just a sample of them?"	A sample.
272	AT&T/XO	Functionality	POP	4.1.1. 4.4	Why did the TAM's revisit to the LOC occur only two weeks before functionality testing was completed?	The LOC was visited almost daily from 6/7/00 through 8/31/00 and this was documented in the Daily Log. The LSC was visited a second time on 8/15/00 to document any changes made to the LSC operation especially to determine if there was 'Turfing' being used to process CLEC orders. This is documented in Appendix L				
273	AT&T/XO	Functionality	POP	4.1.1. 4.5	In Item A, when was the problem with the Hollywood CO observed? Was the CLEC notified and was the problem rectified? Were the Hollywood facilities used in the functionality test? Please explain how this section relates to visits to Pacific's LSC and LOC.	As documented in Appendix L (page 413 and 414) of the final report, the visit to the Hollywood CO was made on 6/14/00. This visit was a part of the 'onsite' monitoring conducted by the TAM and is therefore included with the visits to the LSC/LOC. The CLEC was notified and it was determined that the wrong tie pair Cable Number had been given to the TAM. The problem was rectified and the correct facilities were given for order testing.	268	AT&T	"I'm still not understanding the question -- the response to the question that says that the CLEC was notified and it was determined that the wrong tie pair Cable Number had been given to the TAM. The problem was rectified and the correct facilities were given for order testing. Is it correct -- am I correct in my assessment of the data that I have gathered as an AT&T participant that the Hollywood Central Office was not used during this test?"	Correct
							269	AT&T **	"And just as a follow-up question, I would like more specific information about when the CLEC was notified and the method of that notification if it was e-mail or	IN THE 1/11 TIMEFRAME E-MAILS WERE EXCHANGED WITH WALT WILLARD OF AT&T CONCERNING THE HOLLYWOOD CAGE. EVEN

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									if it was verbal; and if possible, since I believe this is an AT&T only colo, who at AT&T did you notify?"	THOUGH AT&T CONFIRMED CORRECTNESS OF THE CAGE, PACIFIC HAD NO RECORD OF IT AND COULD NOT TABLE IT, SO NO ORDERS WERE ISSUED USING THIS CAGE. (2/12/01)
274	AT&T/XO	Functionality	POP	4.1.1.4.6	In Item B, how did the TAM determine that “the processes were developed as close to real life as possible”? Please explain how this section relates to visits to Pacific's LSC and LOC.	As documented in Appendix L pages 406 through 410, the visit to the LSC and LOC were to determine what procedures would be used to “maintain blindness to this testing process.” To do this the procedures would have to be as close to real life as possible or the Pacific LSC and LOC would see a difference in the processing of the order from Pseudo CLECs.	270	AT&T **	"I'm not sure I totally understand the answer that you've given. Was there any determination -- was there any input from the CLECs made to determine how the -- that the processes were developed as close to real life as possible? It says here the way that was determined was by visiting the LSC in the LOC."	NO THE TAM DID NOT SOLICIT ANY CLEC INPUT TO DEVELOP TEST PROCESSES. BY OBSERVING ORDERS RECEIVED BY REAL CLECS AT THE LSC THE TAM ESTABLISHED PROCEDURES CLOSELY RELATED TO REAL CLEC DAY TO DAY PROCEDURES, AND MAINTAIN BLINDNESS. (2/12/01)
275	AT&T/XO	Functionality	POP	4.1.1.4.6	1)In Item D, did the lack of automation of hot cuts impact the LOCs ability to perform in a complete, accurate, and timely manner, and if so, how? 2)In Item E, what is the basis for the statement that “CLECs prefer to call in troubles rather than utilizing PBSM or EB interfaces”?	1) As documented in section 4.1.1.3.7 of the Final report, all coordinated Hot Cuts were completed as scheduled when called in by the TG, therefore the lack of automation for hot cuts did not impact the LOC's 2) In Appendix L, LSC/LOC Visit 11/15-11/16 Notes page 3, the last statement has been truncated and should read “2. Even though most CLEC's have the PBSM option, the majority of troubles are reported over the phone, not through an interface.”	271	WCOM **	" If we could just have the breakdown of the number of -- you state that CLECs report troubles over the phone. Could you give us the numbers that you had that brought you to that conclusion? That is, a thousand orders, 500 are -- troubles are over the phone, and 27 are by a PBSM, the numbers on which you base that conclusion?"	THIS STATEMENT WAS MADE AS PART OF OUR LOC VISIT, THROUGH OBSERVATIONS AND CONVERSATION WITH THE MA'S. WE DID NOT PERFORM A FORMAL ANALYSIS OF THIS. (2/12/01)
							272	XO	"Am I understanding this to mean that just Appendix L has this new statement or that the Item E that's referenced in the question is going to be modified to read that way as well? Or will we still have the statement in there that CLECs	" Melissa, I guess I'm a little confused by your question. It sounds like they're going to change this statement in Appendix L, and your question was?"

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									prefer to call in troubles rather than utilizing PBSM or EB interfaces? "	"Yeah, it is in the appendix, Melissa. And we answered in a way we thought the question was generated by the fact there were some words truncated when it was cut and pasted from another application, which is the case. So what we did was provide the entire sentence. This is the question and the entire sentence, I guess."
									" Well, I guess that's -- maybe I'm just -- because I don't have the report in front of me -- does that question come from Appendix L that item reference to Item E? Because I'm thinking it doesn't. I think it comes from the body of the report."	"That is the way it's answered currently because we thought the only question about it was the fact that there were words missing. When we went back and looked at our original copy of it, we saw there were words missing, and we provided the entire sentence. We did not answer what is the meaning of this sentence or what is the background of this sentence."
							273	XO **	"Okay. And I guess I'm still confused because I don't see a connection between the quoted language in 2 and the language that is then indicated as being --"	THE TAM WILL PROVIDE COMPLETE VERBIAGE IN APPENDIX L FOR THE LSC/LOC VISIT DATED 11/15-116 (PAGE3). (2/12/01)
276	AT&T/XO	Functionality	POP	4.1.1.4.6	This section states that specifics related to the LSC and LOC visits are contained in section 4.1.1.4 (the same section in which this statement is found). Please clarify where these specifics are located.	The reference to 4.1.1.4 will be corrected to Appendix L throughout section 4.1.1.4.6 in the Final Report V1.2.				
277	AT&T/XO	Functionality	M&R	4.1.2.3	In Item B, please further clarify why performing a higher percentage of test cases through PBSM had "no effect" on the	As stated in Item B of Section 4.1.2.3, both PBSM and EB are front-end applications that feed into Pacific Bell's LMOS. It was				

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					outcome of the test.	this LMOS system that was the subject of the M&R testing, therefore the percentage of test cases entered through each system did not affect the results of the test.				
278	AT&T/XO	Functionality	M&R	4.1.2.4	This section states that a Pacific Bell Product Manager required 5 business days to arrange for artificially induced trouble conditions. Can you explain the process by which this person accomplished this and how it may have affected the blindness of the test?	The TAM does not have knowledge of the internal Pacific Bell process that led to the inducement of M&R troubles. The manager responsible for the trouble inducement was a member of the Pacific Bell OSS Test team and was aware of the blindness requirements of the test.				
279	AT&T/XO	Functionality	M&R	4.1.2.8	1)Are the 37 cases in Item C part of the 102 planned and unplanned trouble tickets? If not, where are the results of these test cases located? 2)Please set forth the definition of “disproportionate” that the TAM used.	1) The 37 cases in Item C of Section 4.1.2.8 are in addition to the 102 planned and unplanned trouble tickets. The additional detail on the results from test cases completed through PBSM on orders that had recently SOCd will be included in the next release of the Final Report. Specific information on those additional test cases is outlined in the response to WCom’s second question for section 4.1.2.8 NEED TO GET INFO FROM WCOM ANSWERS TO COMPLETE. 2) “Disproportionate” would refer to the amount of time that the TAM found, on average, passed between when the test case migration or install orders SOCd, and when an electronic trouble ticket could be successfully				

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						generated against the line IF that amount of time was outside the interval of up to 3 days that Pacific stated it normally takes for their backend systems to update and reflect a change in line ownership after the SOC of the order. **The 3-day interval for line records to update to reflect a change in ownership was given to the TAM by Pacific in an e-mail sent on April 19, 2000. This 3-day interval was in line with the amount of time that WCom stated it took before they could issue an electronic trouble ticket.				
280	AT&T/XO	Functionality	end user	4.1.3. 4.2.1	Who comprised the End User Test Team, and how were they selected?	The End User Test Team was comprised of 2 resources plus the team lead, Gail Seiter. Qualifications of the team lead can be found in the TAM Team Profile on the CPUC web site.				
281	AT&T/XO **	Functionality	end user	4.1.3. 4.2.1	1)How were the five test sites selected? 2) Who decided to begin the EUT after a minimum number of test lines were activated, and what was the minimum number?	1) THE SITES WERE SELECTED BY THE TAM BASED ON TAM AND TG OFFICE LOCATIONS, AS WELL AS TAM EMPLOYEE RESIDENCES. (1/23/01) 2) THE TAM MADE THE DECISION TO START TEST CALLS AS LINES WERE ESTABLISHED AND THE MINIMUM NUMBER WAS ONE. (1/23/01)				
282	AT&T/XO **	Functionality	end user	4.1.3. 4.2.2	How did the TAM determine that the end user test scripts were executed "in sufficient numbers to provide adequate usage for billing	2,986 TOTAL USAGE CALLS WERE MADE, COVERING MULTIPLE SERVICE AREAS, COS AND PRODUCT TYPES.	150	AT&T	Did the TAM conduct any independent analysis other than looking at the number of test scripts executed in New York to	No.

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					verification"? What was the duration of the testing at each site?	THE NEW YORK TEST INVOLVED APPROXIMATELY 2100 CALLS. (1/28/01)			determine what the appropriate number of test scripts that they should execute here in California should be?	
283	AT&T/XO **	Functionality	end user	Table 4.1.3-5	Please explain what is meant by "Scripts with Problems."	SCRIPTS COULD NOT BE COMPLETED BECAUSE: (1) 911 CALLS WERE NOT MADE, (2) CALLS COULDN'T BE TERMINATED BECAUSE THE LINE WAS BUSY OR REACHED INTERCEPT, (3) NO INTERNATIONAL CALLS WERE MADE. THE VERBIAGE IN TABLE 4.1.3-2 WILL BE CORRECTED TO READ " TOTAL NUMBER OF END USER TEST SCRIPTS NOT TESTED" IN VER 1.2 (1/25/01)				
284	AT&T/XO **	Functionality	end user	4.1.3.5	In Item E.(b), the Report states that the installation of all telephone lines was monitored. It also indicates that, for most of the installations by Pacific, a test team member was not present for observation. Who was present, when were they present and what did they monitor?	THE TAM WAS NOT TASKED WITH OBSERVING OUTSIDE INSTALLATION OF LINES BY THE PACIFIC TECHNICIAN. AN END USER TEST TEAM MEMBER MONITORED THE INSIDE INSTALLATION AS NOTED IN SECTION 4.1.3.5 ITEM C. THE TAM MONITORED CORRECT INSTALLATION OF THE LINE BY THE PRESENCE OF DIAL TONE. (1/23/01)	151	AT&T	Can you define how you're using the phrase "outside installation" of lines. When it says in the last sentence that you monitored correct installation of the line by presence of the dialtone, there was never a TAM member physically present, is that correct? So the monitoring occurred through something comparable to an end-user test? How many lines were you able to do that with, pick up the telephone and check for dialtone?	Installation of the line at the customer site by the Pacific Bell technician. When the Pacific technician was there, no. For our end-user test lines, we needed to employ an independent contractor to do the inside wiring and install the equipment, and the monitoring was during his completion of the installation as regarding the inside wiring. As described in the report, we had 13 end-user test lines.
285	AT&T/XO **	Functionality	end user	4.1.3.5	Can the TAM clarify the meaning of Item C?	LOs WERE REQUIRED FROM ALL SITES. (1/23/01)				
286	AT&T/XO **	Functionality	end user	4.1.3.5	In Item E, were incoming calls received on all lines? If not, how was the functionality of those lines tested?	INCOMING CALLS WERE RECEIVED ON ALL LINES. (1/23/01)				
287	AT&T/XO **	Functionality	end user	4.1.3.5	Please clarify the statement in Item F and explain its significance	CALLS WERE MADE THAT DID NOT FIT INTO A PRE-DEFINED				

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					to the Test.	TEST SCRIPT. THESE CALLS INCLUDED CALLS TO ENSURE LINE CONNECTIVITY BY THE INSTALLATION VENDOR. (1/28/01)				
288	AT&T/XO **	Functionality	end user	4.1.3. 6	Why were test calls made from only 2 pseudo-CLECs? Page 102 seems to show these CLECs as Blackhawk and Napa. If so, why does Appendix N show usage feeds for Camino and Discovery? If there were no friendlies using Blackhawk or Napa, how did you segregate their usage from the test usage?	END USER TEST LINES WERE INSTALLED AT THE BEGINNING OF THE TEST WHEN ONLY BLACKHAWK AND NAPA WERE ACTIVELY ISSUING ORDERS. APPENDIX N SHOWS USAGE FEEDS AS REPORTED BY PACIFIC FOR ALL FOUR PSEUDO-CLECS. BLACKHAWK AND NAPA DID HAVE FRIENDLIES AND THE TELEPHONE NUMBERS ASSIGNED SEGREGATED THE EUT USAGE CALLS FROM THE REST OF THE USAGE ON THE BILL. (1/25/01)	152	AT&T	The last portion of the answer begins, "Blackhawk and Napa did have friendlies. . .", I don't follow it.	It states that Blackhawk and Napa had orders at friendly addresses as well as the end-user addresses. We knew what telephone numbers were installed for the end-user accounts and used the telephone number on the bill to distinguish between our end-user testing and the other usage reported on the bill.
289	AT&T/XO **	Functionality	end user	4.1.3. 6	It appears as if there were numerous discrepancies between the call log and the usage files e.g., those calls for which the TAM could not determine the validity. How many and how significant were these discrepancies in terms of the results of the test?	CALLS THAT WERE DESCRIBED AS DISCREPANCIES BY THE EUT TEAM WERE LABELED AS SUCH IN ORDER TO COMPLETE AN ITEMIZATION OF THE TEST CALLS, AND AS SUCH WAS NOT AN ISSUE OF DETERMINING VALIDITY. A TOTAL OF 55 INSTANCES WERE LOGGED. (1/28/01)	153	AT&T	Is discrepancies a misnomer, or would there have been a better word? Because if they were discrepancies, why was there no significance to them? So the bill identified that a call was placed, but there was no charge for that call on the bill?	A better word may have been "differences." When the end-user test team was comparing their log of the calls they had made versus the bills, they may have recorded a call that they thought was initiated or not initiated so it did not record it and -- when it had actually been picked up by CABS. It was displayed as CABS billing and zero usage minute. So the 55 instances stated had to do with someone making the call, they would not terminate it.
							154	WCOM	Did the test administrator do a comparison of the differences	They did a comparison against daily usage file, DUF, yes.

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									against your actual call log with your testing call log?	
290	AT&T/XO **	Functionality	end user	4.1.3.6	Please explain the statement “of the calls made, the predominant types were long distance and were recorded by the long distance provider.” What is its significance to the data validation?	WE NEEDED TO VALIDATE THE LONG DISTANCE CARRIER WAS SELECTED AND THAT LONG DISTANCE WAS WORKING. (1/23/01)				
291	AT&T/XO **	Functionality	end user	4.1.3.7	In Item D, why was the San Diego account set up on Napa rather than Blackhawk?	THE TAM GENERATED AN INCORRECT TRACKING DESIGNATION. THIS HAD NO EFFECT ON THE END USER TEST. (1/28/01)				
292	AT&T/XO **	Functionality	end user	4.1.3.7	In Items E and F, why were Pacific's installation errors corrected by an outside vendor? Did the TAM find it significant that there were two installation errors of this type, with the very small number of installations involved in the end-user testing? In Item G, what was the impact of AT&T long distance being dropped because the bills weren't paid? (The TAM states on page 104 that “predominant types of calls were long-distance”).	AS A RESULT OF FURTHER INVESTIGATION WITH THE MONITORING TEAM, IT WAS DETERMINED THAT SERVICE WAS FOUND GOOD TO THE PACIFIC DEMARC. ABILITY TO MAKE LONG DISTNACE CALLS WAS DELAYED UNTIL BILLS WERE PAID. (1/28/01)	155	AT&T	The answer indicates that upon further investigation, it was determined that service was found good to the Pacific demarcation. I'm not sure how that answers the first question. Does that mean that there were no installation errors corrected by an outside vendor? So the reason that you had an outside vendor make any corrections was because you couldn't say to Pacific, "We know that this is your error. Therefore, will you correct it"?	We can't state that they were Pacific error. We had a contractor to do the inside wiring and installation. He found the line terminated to a different floor, as described in the report, but we do not know, nor have any way of knowing, if there was an existing jumper there that caused the dial tone to appear on a different floor than we had ordered. The building demarc was not on the floor of that building. No, the inside installer's job was to take it from the demarc to our inside location. If that meant removing an old jumper, that in a sense is a correction, but the responsibility of Pacific was to go to the demarc and that's where we picked it up.
293	AT&T/XO	Functionality	Billing	4.1.4.4.1	Can the TAM describe how “errors in billing were identified and raised through Pacific's billing inquiry process”? Is that process documented?	The TAM test team created a report of SOC'd orders that was used to validate against the bills to ensure that the test case accounts were properly reflected on the bills. This process is				

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						described in section 4.1.4.5.3. For the rate changes made in response to the CPUC ruling of Nov. 99, an excel spreadsheet was created to capture the original rate and the credited rate. This is described in section 4.1.4.5.5. In both cases the problems/errors encountered were raised with our Pacific SME who researched the issues and provided the Bill Validation team with the answers/resolution/corrections.				
294	AT&T/XO	Functionality	Billing	4.1.4.5.3	1)Why would the TG have received a SOC for an order that was canceled? 2)Why would Pacific not notify the CLEC of the cancellation, and why weren't there procedures for such notification? 3)How often was this situation encountered? 4)Does any of the supporting documentation summarize errors and their resolution?	1) There are situations in which the order will be completed by the Pacific Bell systems unless someone (i.e., the tech) notes a problem with the order. 2) Unknown, however on one of the orders, Pacific Bell should have sent a jeopardy on it. 3) This happened on 3 orders that were specifically brought to the attention of the PB account manager. 4) The test case folders should contain the appropriate documentation on error resolution.				
295	AT&T/XO**	Functionality	Billing	4.1.4.5.3	For Item c), how often was this problem encountered? Does any of the supporting documentation summarize these errors and their resolution? These same questions apply for Item C, D, and E and their subitems.	THERE WAS AN EDIT ERROR ON THIS ONE. B. SHOULD HAVE ONLY TWO SUB POINT A) AND B). SUB POINT C) SHOULD BE UP ONE LEVEL AND BE C..	156	AT&T	At this very end of this answer, these handwritten notes, are they in the supporting documentation? Would these problems or errors be in the daily log? Would there be any record of these anywhere? Why not?	No, they are not. No. These notes are a kind of workpaper, an Excel spreadsheet, as we were going through the bills, the paper bills to do this analysis. We have 12 binders of bills, of hard-copy bills and it is merely an Excel

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						<p>B. A) WE IDENTIFIED 35 ORDERS THAT WERE ON THE BILL AND MISSING FROM THE REPORT. THESE WERE ALL ACCOUNTED FOR BY SEARCHING THE TG FILES AND LOCATING THE BILL FOLDERS FOR EACH AND VERIFYING THE ORDER COMPLETION AND SOC DATE. OF THESE TWO WERE DISCONNECTED DUE TO PROVISIONING PROBLEMS. THEY ARE NOTED IN B. B) BELOW.</p> <p>B. B) THERE WERE TWO CASES OF THIS. IN BOTH, ONCE THE ORDER WAS RECEIVED AND PROCESSED, PROVISIONING FOUND PROBLEMS AND REQUESTED THE SERVICE REP CANCEL THE ORDER. AFTER THE PROBLEMS WERE FIXED (NO DIAL TONE), THEN THE SERVICE REP REISSUED THE ORDERS. THIS WAS FOUND THROUGH THE PACIFIC SME'S RESEARCH. WE REQUESTED THAT HENCEFORTH THE CLEC BE NOTIFIED VERBALLY AND THROUGH WRITTEN NOTIFICATION WHEN THIS OCCURS. THE SERVICE REP DOCUMENTATION HAS BEEN UPDATED TO REFLECT THIS.</p> <p>B C) FROM THE SOC REPORT WE IDENTIFIED 157 LNPO ORDERS THAT WERE ON THE</p>				<p>spreadsheet to count these different occurrences as we went through. They were not included in any documentation. The findings are summarized in the report, however.</p>

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						<p>REPORT BUT NOT ON THE BILL. SINCE THESE ARE LNPOS, IT WAS CORRECT THAT THEY NOT BE ON THE REPORT.</p> <p>C. A) THIS OCCURRED THREE TIMES.</p> <p>1. THE ORDER WAS COMPLETED IN ERROR AFTER A CANCEL WAS ISSUED. THE SERVICE REP ISSUED ORDERS TO RETURN THE CUSTOMER TO THEIR PREVIOUS STATE THAT CAUSED THE ERRONEOUS CHARGES. WE RAISED THIS ISSUE TO THE PACIFIC SME WHO PERFORMED THE RESEARCH AND PROVIDED US WITH THE RESPONSE. THE SME NOTED THAT M&P DOCUMENTATION WAS BEING DEVELOP TO HANDLE THIS ISSUE. THERE SHOULD HAVE BEEN NO CHARGES OR MINIMUM BILLING AT THE TIME OF THE ORDER ISSUANCE.</p> <p>2. THE CUSTOMER ORDER WAS RESTORED TO THE WRONG DATE EARLIER THAN THE ORIGINAL SOC DATE. WE RAISED THIS ISSUE TO THE PACIFIC SME WHO RESEARCHED IT AND PROVIDED US WITH THE RESPONSE. AN M&P WAS DEVELOPED FOR THIS AND REFRESHER TRAINING</p>				

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						<p>PROVIDED TO THE SERVICE REPS.</p> <p>3. WITHIN 30 MINUTES AFTER THE ORIGINAL ORDER WAS COMPLETED, THE CLEC SENT A SUPPLEMENTAL ORDER THAT CAUSED A NEW SOC DATE TO BE ISSUED LESS THAN THE ORIGINAL. THE PACIFIC SME CHECKED THIS OUT AND NOTED TO US THAT REFRESHER TRAINING HAS BEEN PROVIDED TO ENSURE ACCOUNT ORDERING HISTORY IS VALIDATED SO THAT PROPER STEPS ARE TAKEN.</p> <p>C. B) THIS WAS ONE MOVE ORDER WHERE THE CLEC ISSUED A CANCEL AFTER THE OUT ORDER HAD COMPLETED. THE SERVICE REP WENT AHEAD AND ISSUED THE IN ORDER TO COMPLETE THE ORDER. THE PACIFIC SME RESEARCHED THIS AND REFRESHER TRAINING HAS BEEN PROVIDED TO THE SERVICE REPS AND JOB AIDS CREATED FOR ALL SERVICE REPS TO PREVENT THIS CONDITION FROM REOCCURRING.</p> <p>D. THIS IS STANDARD PROCEDURE FOR A MOVE ORDER OF WHICH WE IDENTIFIED 14. THE PACIFIC SME RESEARCHED THEM AND PROVIDED THE RESOLUTION</p>				

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						<p>NOTED IN THE D OF SECTION 4.1.4.5.3.</p> <p>E. THIS OCCURRED TWO TIMES. THIS WAS AN ERROR ON BOTH SIDES. THESE ORDERS SHOULD NOT HAVE BEEN ISSUED AND PACIFIC SHOULD NOT HAVE PROCESSED THEM. THE TG WAS -NOTIFIED BY THE TAM NOT TO ISSUE ANY MORE TWO-WIRES AND THEY ISSUED A CANCEL ON THE SECOND ONE. PACIFIC DID CANCEL BOTH ORDERS BUR THEN REISSUED THEM BY MISTAKE. THE SECOND ORDER WAS CANCELLED AS A JEOPARDY. THE PACIFIC SERVICE REPS WERE NOTIFIED OF THE SITUATION AND THE ERROR ENCOUNTERED.</p> <p>OUR DOCUMENTATION ON THESE IS OUR INTERNAL NOTES AND THE FILES WE CREATED AND SENT TO PACIFIC FOR RESOLUTION. FOR THE MOST PART WHAT WE HAVE ON THIS IS HAND WRITTEN NOTES. (1/22/01)</p>				
296	AT&T/XO	Functionality	Billing	4.1.4.5.4	In what way, if any, did the failure of the 4 Pseudo CLECs to make actual payments on their bills affect the blindness of the test?	The Pacific billing SME was a member of the Pacific OSS Test team whose responsibility was to maintain internal blindness to the test.				
297	AT&T/XO**	Functionality	Billing	4.1.4.5.4	In items a) and b), where were the factors obtained?	ORIGINALLY DETERMINED BY CALCULATION. RECEIVED				

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						SCHEDULE CAL P.U.C. NO A2 – 2ND REVISED SHEET WHICH IDENTIFIED FEE AS .11%. THIS FIGURE WAS USED AND ALL BILLS RECALCULATED TO ENSURE CORRECTNESS. (1/28/01)				
298	AT&T/XO	Functionality	Billing	4.1.4.5.5	What rate tables did Pacific provide to the Pseudo CLECs? Is this information that is commonly provided by Pacific to all CLECs?	The OANAD rate tables were provided as part of the standard Interconnection Agreement between a CLEC and the ILEC. It is our understanding that this is the standard documentation provided by Pacific to a CLEC.				
299	AT&T/XO	Functionality	Billing	4.1.4.5.5.1	The TAM states that “the creation of the cross-reference table was time consuming and allows an error factor”. Did the TAM ask Pacific to validate its cross-reference table prior to using it for bill verification? If not, can the TAM estimate the potential error rate?	The TAM did not ask Pacific to validate the cross-reference table but was given direction on how to create it. Several table entries were verified with Pacific via phone calls. The potential error rate would be hard to assess, but the TAM believes the table to be accurate.				
300	AT&T/XO	Functionality	Billing	4.1.4.5.6.2	What were the “various reasons” adjustments were applied to bills, and who determined what they were and when they would be applied?	The various reasons are those listed in A, B and C. These were the only adjustments encountered during the validation. Item A was identified by Pacific in the system processing. Item B was also determined by Pacific and was adjusted for labor required in addition to that originally charged. Item C (a) was the rate changes made in response to the CPUC approved rate changes in Nov. 99. Item C (b) was Pacific rate decreases for service.				
301	AT&T/XO	Functionality	Billing	4.1.4.5.11	Were the bills sent to the pseudo-CLECs in the proper timeframe? (Neither this section nor the chart	The hard copy of the bills were due to the CLEC within 10 business days after generation.	157	WCOM	Do I understand correctly that the billing usage feed was sent on a weekly basis to the test generator	Yes. No, there is not a correlation between this. The answer to 301 refers to physically receiving the

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					on page 120 indicates whether bills were timely.) The frequency of bill transmission as documented in Appendix N, suggests the feed was sent approximately once a week, although the usage feeds were generated on a daily basis by Pacific. Why the discrepancy?	They were received at the TG within this time frame. It was a request made by the TAM that the usage feeds be sent on a weekly basis from the TG to the TAM rather than daily.			-- from Pacific to the test generator? Does the activity described in Q and A 301 relate to performance measurement No. 28 as described in Section 4.4.4.13 of your final test report?	bills for the functionality test. The Section 4.4.4.13 in the report is based upon performance measure statistics.
							381	WCOM	<p>When were the bills from Pacific supplied to the test generator, do you know, the interval?</p> <p>What was the interval then for the usage feeds?</p> <p>Did the Test Generator receive these usage feeds?</p> <p>Did the TAM apply any particular performance measure to evaluate the timeliness of the daily usage feed?</p> <p>So in reaching your conclusion about compliance with Performance Measure 28, what did you rely on?</p>	<p>They were supplied from -- within -- the delivery was to be within 10 days after they were produced, and they were sent. So the 14th bill cycle was sent after it was produced on the 14th. The 26th the billing cycle was after that, and they were due to them in 10 days.</p> <p>The usage feeds are produced by Pacific daily, but we did not need them daily, which was discussed early on. So we asked them to put together a week's data at a time and send it to the TG at the end of the week.</p> <p>Yes.</p> <p>No. The performance measurement data on those, I believe you had mentioned -- was it 28, I think? Let me make sure. Yes, it was 28. That was based -- the data on the Rose Report supported that. The answer to this question has to do with just the observation of what we experienced.</p>

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										My understanding, that it was from the Rose Reports reported given to him, that data. He pulled any of the performance measurements from that data supplied.
302	AT&T/XO	Functionality	Billing	4.1.4.6	(Item A) Does Pacific normally provide the CABS Billing Output Specification Document to CLECs? (Item B) Did the TAM Billing Validation team receive assistance (i.e., a designated Billing Subject Matter Expert) that other CLECs do not have? Was there blindness on the part of Pacific for the Bill Validation activities? If not why not?	A) NO – this was noted as a recommendation and noted as part of the Training section. B) The standard for a CLEC is to take their billing questions through their account manager who researches them with the Pacific SMEs. The AM then responds to the CLEC with the answer. The TAM was assigned a billing SME to go directly to with billing questions and problems. The TAM did not have an AM and was given direct access to a billing SME to circumvent the turn around time of issuing a query to Pacific and having to wait for the pre-defined (up to 30 day response). This was decided due to the original time of the test effort. The billing SME was aware of the test.				
303	AT&T/XO	Functionality	Billing	4.1.4.6	(Item E) What is the basis for the TAM's statement that "CLECs generally do not scrutinize their bills the same way the TAM Bill Validation Team did"? How did the TAM determine how CLECs perform bill validation? (Item F) What were the	E) This was a statement made by Pacific (item D) The TAM queried the CLECs and were told that they either create their own software to do an automated validation, purchase the software, or hire a company to do it for them.	158	AT&T	The response states that the TAM queried the CLECs. Are those the TAB CLECs? Can you share which CLECs they were? And do you know how many, approximately?	No.

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					erroneous rates, and what was the impact on the amount billed? How long did it take the pseudo-CLEC to receive credit for incorrect charges resulting from erroneous rates? (Item H) Since the CABS bill didn't contain the appropriate cross reference (PON and TN), how did the TAM validate the "Detail of Other Charges and Credits" section.	F) These rates were discovered during the bill accuracy and rate change validation that was performed as described in sections 4.1.4.5.4 and 4.1.4.5.5 (email to Laraine for how long to correct erroneous rates) H) This was validated as described in section 4.1.4.5.4 and 4.1.4.5.5.				
304	AT&T/XO **	Functionality	Billing	Table 4.1.4-1	In how many cases did the bill reflect orders that were not ordered for a particular billing cycle? How long did it take the pseudo-CLEC to receive credit for these erroneous charges, and what was the amount involved overall? Did the erroneous rates for which Pacific opened an MR affect all CLECs? Did the TAM determine whether Pacific advised all CLECs of the problems?	UPON FURTHER INVESTIGATION, TAM WISHES TO CHANGE ORIGINAL ANSWER AS FOLLOWS: A. 6 INSTANCES B. ISSUES RAISED IN JUNE/JULY 2000. RESEARCHED IN JULY/AUGUST. LAST BILL IN AUGUST – NO ADJ. MADE BEFORE END OF TEST PERIOD. CHARGES WERE 576.59. C. THE TAM DOES NOT KNOW WHAT, IF ANY, CLECS WERE AFFECTED. D. TAM SENT NOTIFICATION TO CPUC AND DISCUSSED AT TAB. (1/28/01)	159	AT&T	I just want to clarify that there just was never a credit given to the pseudo CLECs for these errors. And for the last question, which is number D, it says that TAM sent notification to CPUC and discussed at TAB. The TAM, I assume, then, is unaware of whether Pacific advised all CLECs of the problem, or was there communication between the TAM and Pacific where the TAM offered to notify the CLECs for Pacific through the TAB?	No.
							160	XO	It says the TAM sent notification to CPUC and discussed at TAB. Could you give us a reference to which TAB meeting that was?	A letter was send to the TAB dated 7/20/2000, and at the 7/27/2000 TAB meeting the letter was discussed, and on 7/31/2000, the letter was disseminated to non-TAB participating CLECs.
305	AT&T/XO	Capacity	Volume Stress	4.2.1.	1)What was the source of the	1) The source data used for	35	WCOM **L	Which of the Pacific systems	SERVICE ORDER RETRIEVAL

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				2	<p>"predicted historical volume trends"?</p> <p>2)Who determined which systems were "considered out of scope" for the OSS capacity test?</p>	<p>predicting the historical volume trends was the monthly LASR/CLEO production activity files, which contained daily activity counts of orders processed by Pacific. 8 months of data were used as the basis for calculating the trend analysis.</p> <p>2) Per the Master Test Plan, instruction for performing the Capacity Test was to test AOG eligible orders through the LEX and EDI interfaces to receive a Firm Order Commitment (FOC). Because the Capacity Test was only testing high volumes of orders for a FOC and not to Service Order Completion (SOC), the backend systems for provisioning, M&R, billing and usage would not be involved in the testing. Consequently, these systems were considered out of scope and were not evaluated for the Capacity Test.</p>			<p>issues the FOC, and passes it back to the sender of the transaction?</p> <p>We will also try to identify "CLEO" here as well.</p>	<p>AND DISTRIBUTION (SORD) PROVIDES THE FOC STATUS AND PASSES IT TO THE LASR SYSTEM WHICH SENDS IT TO THE CLEC THROUGH THE EDI/LEX INTERFACE.</p> <p>CLEO REPORTS THE RESALE LSRS FOCS TO THE CLEC THROUGH THE EDI/LEX INTERFACE. (2/9/01)</p>
306	AT&T/XO	Capacity	Volume Stress	4.2.1.3	<p>Please explain the approval process by which the identified variances were approved? Was Item D raised to the TAB as a jeopardy, and if not, why not?</p>	<p>All variances were discussed with the CPUC staff and approved during the course of weekly status meetings while preparing for the test. For the capacity test mix and counts, the TAM was given the discretion of determining these as defined in sections 6.4.3.1 Pre-Order Volume and 6.4.3.2 Order Volume of the MTP. Where there were deviations between the MTP and the test bed environment identified during the test</p>	37	XO	<p>When it talks about the fact that the basic set of test bed accounts didn't include the basic loops with NP or that they weren't available, can you explain were they ever available, and how they just became unavailable or was there some other reason why they weren't available for this?</p>	<p>They were not available because we were talking about disconnect orders, and Pacific was not able to establish a loop like that. They could not port the number out and establish a port loop. They could not establish it in that beginning condition.</p>

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						preparation, the TAM amended the product mix by substituting with similar products from the test bed accounts to insure the required volumes were met. At the time the MTP was developed, xDSL was not required to be tested because it was a manual process and the Capacity Test was testing only flow through orders. When the test was being prepared, xDSL was available as flow through in Pacific's OSS and these orders were subsequently included as part of the test mix. Because Basic Loops with NP test bed accounts were not available to test from the basic set of Pacific test bed accounts and the capacity test was a volume test only, the TAM requested and received CPUC staff permission to substitute these with Basic Loops without NP.				
							38	AT&T **M	What was the purpose of the TAB if it wasn't to be consulted about changes like this? Would this be an example where the TAB wasn't consulted?	THE PURPOSE OF THE TAB IS DISCUSSED IN MTP SECTION 5.2.7. NO. THIS DECISION WAS MADE COOPERATIVELY BETWEEN THE TAM AND THE CPUC STAFF. (2/9/01)
307	AT&T/XO	Capacity	Volume Stress	4.2.1. 4.1.1	1)Why were so many more pre-order transactions performed through DataGate than VeriGate? 2)How was the base number of 7,340 LSRs established?	1) The MTP recommended a proposed volume of 40,000 pre-orders under section 6.4.3.1 with a mix of 20% GUI and 80% app-to-app for these interfaces (MTP section 6.4.4). The TAM approximated these volumes with	36	AT&T **M	Was any independent analysis done to determine if 150 percent was an appropriate percentage? How did you decide that 178 percent was an appropriate percentage?	NO. THE TAM REVIEWED THE BELL ATLANTIC SECTION 271 VOLUME TEST AND USED THIS AS A GUIDE. THE TAM WANTED TO TEST APPROXIMATELY 150% OVER

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						42,762 pre-orders with a proportionate mix of 21.7% for the Verigate system and 78.3% for the DataGate system. 2) The Bell Atlantic section 271 capacity test used a volume of 150% above production baseline. The TAM wanted to increase the order volume test to achieve a volume threshold of at least 150% of the baseline. The TAM calculated Pacific's production order base as 4,116 daily orders processed for their peak working hours using Pacific's latest monthly production volume data prior to the capacity test. The volume of 7,340 orders used for the test represented 178% of Pacific's baseline.			What month or months were you talking about? When you say, "the latest monthly production volume," what months are we talking about?	BASELINE, WHICH WAS SUBSEQUENTLY INCREASED TO PROVIDE A MORE RIGOROUS TEST. THE MONTH OF AUGUST, 2000 (2/9/01)
308	AT&T/XO	Capacity	Volume Stress	4.2.1. 4.1.3	1)How many members of the TAM, TG and TA conducted the combined testing, and how were they selected? 2)Item B – should this be August, 2000? 3)Item D – how did the TAM determine the peak production week and time? 4)Item F – how did the TAM determine the hourly baseline of 800 orders?	1) There were 2 TAM members, 4 TG members and 2 TA members involved in conducting the Combined Pre-Order/Order Volume Stress Test. 2) This should reflect August, 2000 rather than August, 1999. This will be amended in the next version of the TAM Final Report 3) Peak production times were determined by calculating the total hourly counts of orders for each day of Pacific's historical production data for the months of 2/7/00 through 10/9/00 and dividing each hour by the total number of orders. Hours 8am –	39	AT&T	With respect to the answer to Part 4, it says that the TAM arbitrarily established this baseline of 800 orders. If you had eight-months' worth of production volume data, weren't you able to draw from that data what a realistic number would be? I'm just curious why, if you had the data available, that this was an arbitrary number that was established.	That number came up following the first capacity order test. During the first capacity order test the maximum number of NDM transmissions that we were able to complete was in the neighborhood of 700-or-so NDM transactions. For the volume stress test, we wanted to ensure that we went above that number so that we would adequately stress the systems. We didn't want to come short in an hour. That's how that number was arrived at.

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						2pm represented the highest percentages of orders processed for the LEX and EDI interfaces. The first week of each month reflected the highest volumes. 4) To conduct the Combined Pre-order/Order Volume Stress test a baseline of 800 orders was arbitrarily set by the TG and TAM to start the stress test.				
							40	AT&T **L	For No. 1, can you let us know how they were selected?	TEST MEMBERS WERE SELECTED BASED ON THEIR QUALIFICATIONS AND THE NEED FOR MONITORING. (2/9/01)
309	AT&T/XO	Capacity	Volume Stress	4.2.1. 4.1.3	1)Item G – were 12,705 pre-order transactions sent during each of the 3 hours? How was the number of transactions determined? 2)Item H – how did the TAM determine the number of orders (427) to be sent through LEX?	1) In the Combined Pre-Order/Order Volume Stress Test 12,705 pre-order transactions were the total number of transactions used for the 3 hours that orders were submitted to Pacific's DataGate system. In each of the hours, about 4,235 pre-orders were sent which approximated the highest number of pre-orders sent during hour 6 of the first Pre-Order Test that was conducted. 2) The TG set up 5 workstations that were used for the LEX interface which supported test scripts for the 427 orders. Because the volume stress test was being conducted within Pacific's "live" test environment the TAM did not want to damage Pacific's systems and stop real production activity. It was				

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						determined by the TAM/TG and the CPUC staff to limit the number of these orders to about 40% of the original orders submitted during the order test. Pacific's EDI system processes the bulk of their production orders and the orders were significantly increased for the EDI interface for the stress test.				
310	AT&T/XO	Capacity	Volume Stress	4.2.1. 4.1.5	Item 2 states that the TAM monitored the Capacity Test Execution Phase at Pacific's Data Center where the test data was actually processed. Was this after the capacity test was completed?	The Capacity test was actually managed and conducted from the TG's testing center in Tampa, Florida. To insure the blindness of the Capacity Test neither Pacific's personnel nor their Management Team were given prior notification as to the scheduled date the testing would be conducted. On the day of the test, and once the test had been started, a TAM and TA member entered the Data Center to monitor activities and observe the test with the Pacific Data Center Manger who was representing Pacific for the test effort. The TAM felt it appropriate to have a Capacity Team member and a TA member observe that Data Center personnel were not previously aware that the Capacity Test was being performed, and business at the Data Center was being conducted "as usual" with no special attention being given to the test orders from the Pseudo CLECs used for the test.				
311	AT&T/XO	Capacity	Volume Stress	4.2.1. 4.2.1.	Why was the combined pre/order and order capacity stress test	The purpose of the capacity stress test was to stress Pacific's				

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				2	conducted for only 6 hours and not the full 10-hour period during Pacific's peak hours of operation?	OSS by processing large volumes of orders, which were higher than the Order Test. By compressing the number of hours for the test to 6 and significantly increasing the volumes for those hours it was felt that the rate of orders proportionately would be higher for each hour and consequently stress the limits of Pacific's OSS.				
312	AT&T/XO	Capacity	Volume Stress	4.2.1. 4.2.1. 2	Item G: Please explain how blindness vis a vis Pacific Bell was maintained while making preparations for TAM personnel to conduct the Capacity Test.	During the preparations for the capacity test the TAM maintained communication through a single point of contact a Pacific OSS Test project manager who was responsible for Pacific's support of the capacity testing. All calls relative to test preparations and test bed accounts were directed through this person. All TG test questions for Pacific were coordinated by the TAM and Pacific's project manager. Conference calls requiring subject matter experts on the Pacific OSS Test team were coordinated and set up through the PB project manager and a representative from the TA was on each call. E-mail correspondence was directed to Pacific's project manager.				
313	AT&T/XO	Capacity	Volume Stress	4.2.1. 4.3.1	The TAM states that "To ensure blindness, neither Pacific nor the CLECs were informed that the 3 capacity tests were going to be conducted on the scheduled test days." Item G states that "a member of the Test Advisor Team was present at Pacific's	The TAM, in order to insure blindness prior to the testing, did not inform Pacific personnel as to when the scheduled testing would occur for either of the 3 capacity tests. This nondisclosure of the test dates also included Pacific's Management team. On the day				

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					Data Center to observe the test operations and advise the TAM on the test". Doesn't this mean that Pacific was aware of the capacity test on 9/18/2000?	of the test, and once the test had commenced, a TAM and TA member entered the Data Center to monitor activities and observe the test with the Pacific Data Center Manger who was representing Pacific for the test effort.				
314	AT&T/XO	Capacity	Volume Stress	4.2.1. 4.3.2	The TAM states that "To ensure blindness, neither Pacific nor the CLECs were informed that the 3 capacity tests were going to be conducted on the scheduled test days." Item E states that "a TA was present at Pacific's Data Center to observe the operations of the test". Doesn't this mean that Pacific was aware of the capacity test on 9/19/2000?	See answer to previous question concerning the 9/18/2000 capacity test. The same blindness procedures were followed for all 3 capacity tests.				
315	AT&T/XO	Capacity	Volume Stress	4.2.1. 5.1.1	How did the TAM determine that 6% forced errors was a valid factor?	While the MTP for pre-order testing did not specify a recommended forced error mix it did indicate that a sampling of forced errors for the pre-order queries should be performed. The TAM felt that based on the number of successful queries (40,287) that a sample size of 2,400 forced error queries would be a representative sample to test failed queries in the DataGate and Verigate systems. The 2,475 failed queries represented 6% of the total pre-orders tested.	385	AT&T	How did you determine that 6 percent was a valid size? But can you elaborate on how you arrived at that?	The 6 percent was arrived as an estimated figure that we assumed would be a good percentage of errors that would be used for the test. What we did, since no percentage was specified, is that we just looked at the percentage that were specified. And 5 percent seemed to be like the lower limit on percentages on the distribution. And just the -- with the way the numbers worked out, 6 percent was close enough to 5. We felt that was adequate to be statistically valid.
316	AT&T/XO	Capacity	Volume Stress	4.2.1. 5.1.2	1)How did the TAM determine that 5% forced errors was a valid factor, and why is it different for order than pre-order?	1) The MTP did not specify a recommended number of forced error orders but stipulated that these errors should be included in	137	AT&T	Who created the core set of test cases that are included in Attachment A of the master test plan? Who modified that core set	We don't know. It was in the master test plan. We don't know the specific authors of them. The TAM team that was responsible

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					2)How was the split (15/85) between LEX and EDI determined?	<p>the test. While the primary focus for the order test was to insure the sampling was appropriate for assessing FOC times, the TAM, based on initial assessments of the functionality test, determined that a 5% forced error rate would be appropriate for the test.</p> <p>2) The MTP proposed a 20/80 mix of GUI to app-to-app orders for the test. The TAM made the assumption that as more CLECs gain familiarity with using Pacific's systems that they would opt to use the app-to-app EDI interface because it is an automated process for transmitting bulk orders it is a more efficient and less costly process in transmitting orders. As a result of this assessment, the LEX/EDI mix of orders was changed to 15/85%. Per the MTP section 6.4.3.2 the TAM was permitted to make discretionary changes for the order test mix and volumes</p>			<p>of test cases? What information did you base those modifications on? Your response states that you wanted them to most closely mimic actual CLEC experience. How did you obtain information to do that, and where?</p>	<p>for maintenance and repair. We used the core set that was in the test plan as a basis for that. And then we did not, as it might be interpreted from that statement, interview any CLECs. We modified them based on our own experience.</p>
							386	AT&T	<p>Can you elaborate a little bit on what the initial assessments of the functionality test were?</p> <p>The TAM just referred to the functionality team. Who was that?</p>	<p>Initially as they were doing their orders they were identifying approximate 5 percent type of error. And we received that feedback from the functionality team. And this is what we used for the test.</p> <p>Part of the TAM</p>
317	AT&T/XO	Capacity	Volume Stress	Table 4.2.1-5	1)Why was a significantly higher percentage (25.8% versus 9.6%) of xDSL loop orders used in the combined order/pre-order	1) To provide the additional order volumes for the Volume Stress Test a number of xDSL orders were replicated to increase the				

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					capacity test? 2)Explain the significance of a blank cell.	volume. Since these were processed as new orders and were not limited by Pacific's systems constraints of only replicating a given order 10 times within their system, the TG was not restricted in replicating these orders to bring up the order counts. 2) The blank cell indicates that xDSL orders were not tested through the LEX interface by the TG.																											
318	AT&T/XO	Capacity	Volume Stress	4.2.1. 5.2.1	Page 134 states that "The mix of clean queries to forced errors was 94% to 6% respectively". This section states that the "TG processed 33,463 pre-order queries with a count of 30,461 successful transactions and 3002 forced errors". This appears to be a 9% forced error rate. Even taking into account the number of Due Date Inquiry errors described, this rate is significantly higher than reported on page 134. Can the TAM explain this discrepancy?	The 6% percent between clean queries and forced errors submitted was for all pre-orders which included both pre-orders for the Verigate and DataGate systems. Your 9% error rate for the TG after the pre-order test does not include the counts for Verigate which need to be added to arrive at the overall error percentage after the pre-order test. Please see the following calculations for the TG: After the Test. <table><tr><td></td><td>Clean</td><td>Errors</td></tr><tr><td>Total</td><td></td><td></td></tr><tr><td>Verigate</td><td>8,724</td><td>536 (358 forced errors 178 Due date errors)</td></tr><tr><td></td><td></td><td>9,260</td></tr><tr><td>DataGate</td><td>30,461</td><td>3,002 (2,132 forced errors, 870 Due Date errors)</td></tr><tr><td></td><td></td><td>33,463</td></tr><tr><td>Total</td><td>39,185</td><td>3,538 (2,490 forced errors, 1,048 Due date errors)</td></tr><tr><td></td><td></td><td>42,723</td></tr></table>		Clean	Errors	Total			Verigate	8,724	536 (358 forced errors 178 Due date errors)			9,260	DataGate	30,461	3,002 (2,132 forced errors, 870 Due Date errors)			33,463	Total	39,185	3,538 (2,490 forced errors, 1,048 Due date errors)			42,723			
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						Due Date errors are excluded since they were not forced errors for the test. If you remove the due date errors the percentage is $2,490/42,723 = .05828$ which is rounded to 6% and equals the percentage defined on page 134.				
319	AT&T/XO	Capacity	Volume Stress	4.2.1. 5.2.2	Please explain the modifications Pacific put in place to prevent orders from being routed for manual review. In addition, what analysis did the TAM conduct to determine the impact, if any, such a modification would have on the validity and real-world applicability of the results of the Capacity Test?	Pacific provided a person who was responsible to intercept the manual exceptions that were sent for the pseudo CLECs. This person was instructed not to work these orders, and to segregate them if they came in for processing. The TAM is not aware of any systems modifications that were performed on Pacific's OSS. With the exception of not actually working these orders, the pseudo CLEC exceptions went through the same process as production CLEC orders				
320	AT&T/XO	Capacity	Volume Stress	4.2.1. 5.2.3	Do you have any further insight the cause of problems concerning the double terminator delimiters that were sent on 800 orders during the test? Why was the TG's system generating these extra characters all of a sudden during Hour 3 of the stress test and why did Pacific's system only reject a few of them?	The TG's design for the stress test was to send 800 NDM files for each of the six hours of the test, with an increasing number of EDI files per NDM file transfer as the test progressed. During hours 1 & 2, one EDI file was sent for each NDM file transfer, hours 3 & 4 two EDI files were sent for each NDM file transfer, hours 5 & 6, four EDI files were sent for each NDM file transfer. The TG staged the NDM files with multiple template EDI files concatenated together. During the staging of				

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						the NDM files an extra terminator was included between the EDI template files. The extra terminator did not begin to show up on Pacific's system until hour 3 when 2 EDI files were concatenated for the 1,600 orders for the test. This EDI processing error was discovered by Pacific personnel when hour 3 started, since every second file was failing to be processed by Pacific's EDI system due to an invalid double terminator string between the two EDI files. During hour 3 the TG removed the extra terminator between the EDI files from the rest of the staged NDM files and proceeded with the remainder of the test.				
321	AT&T/XO	Capacity	Volume Stress	4.2.1. 5.2.3	How did the TAM determine that "it is more probable that a sustained rate of 1,000 per hour would be achievable within the benchmark"?	Results of the Volume Stress Test showed that in hour 3 Pacific's system was able to process 1,233 orders, which maintained a FOC within the JPSA measurement 2 benchmark. However, since the order volumes increased so significantly after hour 3 to 2,282, and peaked at 3,047 the TAM was not able to validate that the 1,233 order count could be sustained for longer than one hour. In view of this, the TAM determined that a more conservative estimate of 1,000 orders could be sustained. The determination that 1,000 orders could be sustained was based on examining the order				

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						<p>volumes that were processed for all CLECs on the day of the original Order Test that was conducted on 9/19/00. Similar to the Volume Stress Test, the Order test was performed on Pacific's "live" production environment with that day's normal processing of their CLEC customers. Using Pacific's data volumes containing all CLEC activity including the test CLECs for the 9/19 Order test an appropriate assessment of the number of hourly orders could be made. The results of the 10/19/00 Order Test showed that Pacific met all average benchmark intervals for the JPSA benchmarks for the 7,340 orders that were processed for the test CLECs (see TAM Final Report section 4.2.1.5.2.2 Order Test). Pacific had an unusually high day of activity for their production CLECs during the Order Test and when their orders were combined with the test CLEC activity the volume counts amounted to 14,143 for the 10 hours processed during the test. The combined EDI and LEX hourly orders volumes for the 10 hour Order Test from 7:00am though 5:00pm were as follows:</p> <p>1,226, 1,559, 1,741, 1,469, 1,474, 1,555, 1,609, 1,406, 1,415 and 689.</p> <p>For 9 of the 10 hours of the Order</p>				

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						Test which achieved satisfactory benchmarks for test, each of these hours were above the 1,000 orders predicted as the probable number of orders that the TAM believed could be sustained by Pacific's systems. Although the TAM's assessment of 1,000 orders per hour was conservative based on the above information that was evaluated, the TAM could not recommend a higher predicted order rate because the final hours of the Volume Stress Test degraded their system performance outside of the average benchmark measurement levels.				
322	AT&T/XO	Capacity	Volume Stress	4.2.1.6.1	Did the TAM determine if Pacific issued a broadcast FAX notice to CLECs advising of the degraded performance of LEX?	Pacific did inform the TAM that because of the added transactions created by the Volume Stress Test their performance for achieving a 20 minute FOC time as required by the JPSA benchmark for measurement 2 would not be met and they would be notifying the CLECs. The CPUC staff was also informed and was aware that the benchmark window was not achieved. It was assumed that the broadcast fax would be sent however, the TAM did not request nor receive a copy of the notice.				
323	AT&T/XO	Capacity	Volume Stress	4.2.1.6.1	Item 2. – the response provided by Pacific does not appear to match the problem the TG encountered. What was Pacific's response to the dial-up difficulties?	During the TAM's word processing, Pacific's response was erroneously omitted from the Final report. The Final report will be amended to include Pacific's appropriate response. The				

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						following reply to the question represents the correct response received from Pacific: “The PRAF support staff does actively monitor both modem usage levels and modem failures. A daily report is generated that identifies any modem that falls below an 80% success rate on connect. Due to the fact that connect failures are not necessarily indicative of a modem problem on our remote servers, this success rate enables the staff to quickly identify problem modems and respond with corrective action. This includes but is not limited to busying out the modem, resetting the modem, reflashing the modem with the correct firmware, and replacing the 6-port modem module. There were no changes made to the dial-up access servers between 9/19 and 10/3”.				
324	AT&T/XO	Capacity	Volume Stress	4.2.1.6.2	Did the TAM undertake to determine the frequency with which Pacific lost files in the testing scenario or the real world?	During the 3 capacity tests that were preformed, the TG and TAM were able to validate pre-orders and orders and no files that were properly sent were observed as being lost by the TG. The TG did have a problem when they erroneously sent files with double terminators during the Volume Stress Test but this was not Pacific's problem since after the double terminators were removed the orders processed correctly. Because there were no problems sending correctly formatted				

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						orders to Pacific's systems during the tests, there was no reason for the TAM to investigate the frequency of lost files for production CLECs.				
325	AT&T/XO **	Capacity	Scalability	Table 4.2.2-1	Did the TAM see the usage and trend information Pacific used to determine that the WAN backbone was adequately sized?	YES (1/28/01)	22	WCOM **H	Did you perform any mathematical analysis to ensure that the -- based on the factual data you received, that the backbone was sized correctly? You received an extensive fax. Is that part of supporting documentation?	NO. NO. THE DOCUMENT WAS MARKED PROPRIETARY AND CONFIDENTIAL BY PACIFIC BELL. (2/12/01)
326	AT&T/XO	Capacity	Scalability	Table 4.2.2-1	There are a number of blanks in the EDI column. Does this mean the questions do not apply, or the information was not available?	Where there are blanks in the columns the question did not apply.				
327	AT&T/XO **	Capacity	Scalability	Table 4.2.2-1	There are a number of blanks in the EDI and VeriGate columns. It appears that most if not all of the questions apply. Did the TAM obtain answers, and if so, where are the findings documented?	THE TAM ASKED THE QUESTIONS BUT DID NOT INSIST ON A DOCUMENTED RESPONSE WHEN THE INTERVIEWEE STATED THAT THE QUESTION DID NOT APPLY TO THEIR PARTICULAR SYSTEM. (1/28/01)	23	WCOM **M	How did the TAM verify that that response was correct?	THE TAM RELIED ON THE REPRESENTATIONS MADE DURING THESE INTERVIEWS. (2/12/01)
328	AT&T/XO	Capacity	Scalability	Table 4.2.2-2	1)How did the TAM establish that the LSC reps call CLEC reps within 20 minutes for exception processing? 2)Comments for the second item from the bottom of the chart appear to be incomplete. What information is missing?	1) Based on TAM meetings with the LSC to review their process and procedures. 2) To clarify the comment on the LSC Force Model, the model was actively used by Pacific personnel.	24	AT&T **M	Do you mean that you asked at the LSC if they called CLECs back within 20 minutes, or did you look at data? Did you have someone stand there timing them? Could you provide any of the supporting documentation that -- for the answer you get. Please look also at 489 and coordinate the answers.	THIS WAS VERBALLY CONVEYED TO THE TAM DURING THE LSC VISTS. NO. PLEASE SEE TAM FINAL REPORT APPENDIX L - LSC/LOC VISITS. (2/12/01)
329	AT&T/XO	Capacity	Scalability	Table	Did the TAM validate the process	The TAM evaluated Pacific's	25	AT&T **M	Does the TAM believe the	YES. IN OUR PROFESSIONAL

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				4.2.2-2	the LSC uses for forecasting expected growth of business? Did the TAM determine how often workload forecasts are reviewed to ensure their validity and accuracy?	Force Model for their LSC and LOC. Forecasted volumes were based on previous months actuals and trend analysis. The model included actual workload volumes and projected trend volumes, which were forecasted for one year. Workload adjustments to the forecasts were made and re-projected monthly based on ongoing actual monthly volumes			forecast model used by Pacific Bell is correct in their opinion?	OPINION IT IS CORRECT. (2/12/01)
330	AT&T/XO	Performance	Perf. Measures	4.3.3.2	What were the “data errors” that were contained in the “Rose Reports previously provided?”	In one of the earliest daily statistical conference calls with Pacific Bell, after it had been pointed out that the Rose Report supplied for July 2000 was actually a Nevada Bell report not a Pacific Bell report, Pacific Bell stated they wanted to provide an "updated" set of Rose reports and Standard Deviation reports for CGE&Y use. It was the TAM's understanding that these reports were updated as more data arrived or errors were corrected. This is not surprising because it is characteristic of all data generating systems. Therefore, the TAM is not aware of the specific errors other than the one Standard Deviation error in January, 2000 that was discussed with Pacific Bell, and some negative numbers that should have been positive numbers in one of the Rose reports.	47	AT&T **H	<p>Can you just explain at the second to the last -- the last sentence says, "Therefore, the TAM is not aware of the specific errors." And I'm just not following where the "therefore" comes from. I'm not sure the why the TAM is unaware of what the data errors that were contained in the Rose reports previously provided were.</p> <p>Could you also find out or maybe you know some negative numbers? Is there any way to quantify that? And also, did the TAM or did anyone look specifically for other errors, or is it they just weren't aware? And if they did look, I guess what methods did they use to look for other errors?</p> <p>The last sentence says "in one of the Rose reports." Could you identify which one?</p>	<p>WHEN PACIFIC BELL DECIDED THAT THEY WOULD LIKE TO PROVIDE A NEWER UP-TO-DATE VERSION OF THE ROSE REPORTS FOR THE TAM TO USE, THEY WERE PROVIDED. THE OLDER ROSE REPORTS WERE SET ASIDE WITHOUT FURTHER ANALYSIS OR COMPARISON TO THE NEWER UP-TO-DATE VERSIONS.</p> <p>THIS WAS DISCUSSED IN THE 1/30/01 WORKSHOP.</p> <p>THE MONTH OF MAY. (2/9/01)</p>
331	AT&T/XO	Performance	Perf. Measures		Please discuss the significance of the discrepancies between the	The discrepancies are not so much discrepancies but	48	AT&T **H	Did the Rose report and the TG reports analyze the same data?	A) I believe the same information was reported, but it was reported

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					Rose and TG reports.	uncertainties based on insufficient data to make the comparisons. It is really a check on (1) whether or not Pacific Bell correctly reports requests and (2) whether or not the Pseudo-CLECs correctly requested services specified in the test. With respect to (1) there is other information that supports correct reporting by Pacific Bell. First, in one of the conference calls with Pacific Bell, the CLECs raised the question of whether the Web Site data was consistent with the Rose report data. Several of the CLECs then confirmed that the two sources were consistent. Furthermore, all of the CLECs have access to Pacific Bell's reporting of their data, and the TAM assumes they would be able to check it for accuracy. The TAM is not aware of any major complaints from the CLECs about the accuracy of their data, but of course others may have different information. There is also evidence that the Pseudo-CLECs received the same treatment as the CLECs, in part indicated by the similar benchmark rates for CLECs and Pseudo-CLECs.			Did they report on the same information? And so because of the different formatting, you can't tell if there are discrepancies between the reports? If data is reported in different formats or you don't have access to every piece of data, on what do you base the assumption that CLECs are able to undertake meaningful comparison? Would you not agree that AT&T, at the very least, raised the concerns about data and even proposed as part of this test reconciliation of Performance Measure 15, and that our concerns about the accuracy of data were expressed in relationship to the discussion about where the PricewaterhouseCoopers audit of performance measure should fall relative to this test and the exit criteria? And the last part of this answer says that there is evidence that the pseudo CLECs received same treatment as the CLECs. Is this based on any statistical comparison or is this just more a general feeling?	in different formats. B) C) D) This was in an informal CLEC meeting, and I don't believe the statistician was aware of that, and so I will definitely bring that to his attention and see if we can't clarify his response. E) I believe this is based on the statistical analyses that is contained in the spreadsheets that were attachments to the final report.
							49	AT&T **H	My concern is that this says the same treatment, in your answer; and, as I recall from what was in	THE TAM REPORTED RESULTS OF THE STATISTICAL ANALYSIS OF

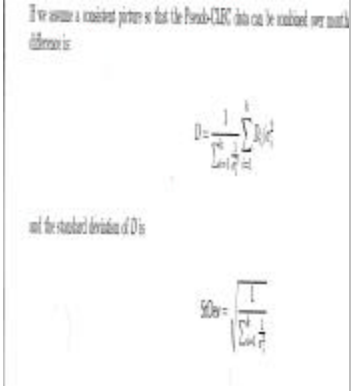
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									the report, it was actually that pseudo CLECs received better treatment on the whole. (Also see Reference number 5 - as this asks the same question.)	PACIFIC PERFORMANCE DATA. THE REASON BEHIND DIFFERENT SERVICE LEVELS IS BEYOND THE SCOPE OF THIS TEST. (2/9/01)
332	AT&T/XO**	Performance	Perf. Measures	4.3.4	Please identify, with specificity, which PB business rules caused which test cases to be excluded from the performance results?	THE TAM IS UNABLE TO IDENTIFY WHICH BUSINESS RULES EXCLUDED THE ORDERS AS THE DATA WE RECEIVED ALREADY HAD INCORPORATED THE BUSINESS RULES. PWC WAS RESPONSIBLE FOR VALIDATING THE JPSA BUSINESS RULES. (1/24/01)				
333	AT&T/XO**	Performance	Perf. Measures	4.3.4	Did the TAM perform any analyses of the data from those test cases that were assumed to be properly excluded as a result of PB business rules? If so, what did those analyses indicate?	AS DESCRIBED IN PARAGRAPHS 2 & 3 OF SECTION 4.3.4 AND SECTION 4.3.4.1.1 THE TAM COMPARED TG DATA TO THE ROSE REPORT FOR APRIL AND JULY 2000. BY REVIEWING THE ORDER HISTORY FROM THE TG WHICH INDICATED A CUSTOMER DELAY (E.G. DUE DATE CHANGE, NEW PON VERSION, JEOPARDY), AND THE REPORT FROM PACIFIC OF ORDERS THAT HAD BEEN 'X-CODED' (I.E. A NON-STANDARD DUE WAS ENTERED), THE TAM DETERMINED THAT THE ORDERS WERE PROPERLY EXCLUDED. IN ADDITION, PACIFIC INITIALLY VERIFIED 27 OF THE ORDERS TO BE SURE THE TAM WAS CORRECTLY INTERPRETING				

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						THE BUSINESS RULES. (1/22/01)				
334	AT&T/XO	Performance	Statistics	Table 4.4.3-1	Please more clearly define the numbers in the table and how they were derived.	Table 4.4.3-1 was included only as a guide, as was Table 4.4.3-2 (another table for two-sided tests was inadvertently left out). Although statisticians are familiar with issues such as the choice of one-sided or two-sided tests, or the selection of the level of significance in a test (e.g., .05 or .01 or something else), specific selections from these choices are the responsibility of the client. However, many statisticians try to provide advice on these choices to help the client avoid coming to conclusions that are not born out by the data. Table 4.4.3-1 was included to help the reader guard against undue influence by one significant statistic among many. If you perform 100 statistical tests at the 0.05 level, say a comparison of the means of two different groups in 100 different settings, and in fact there is no difference between the two groups in any of the 100 different settings, then you would still expect to see about 5 tests that showed statistical significance at the 0.05 level. If you are looking at a list of 100 statistics that are assumed to follow a normal distribution, and you regard a large value as showing significance (e.g., 1.645 or larger showing significance at	55	AT&T	It says in the parenthetical that another table for two-sided tests was inadvertently left out; is that going to be put in?	Yes, it is. It will be part of Version 1 dot 2 of the report.

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						<p>the 0.05 level), you are likely to see a large value by chance even when there is no difference. Table 4.4.3-1 shows that when looking at these 100 statistics you would expect to see a value as large as 2.51 (enter Table 4.4.3-1 at 100) even when there was no underlying difference.</p> <p>The table is approximate and is meant to be a guide. However, these values can be computed theoretically.</p>				
335	AT&T/XO	Performance	Statistics	4.4.3.4	Please confirm that the formula for “D” is correct, specifically that “1/” is included intentionally.	<p>The TAM apologizes for this mistake which was the result of using a LaTeX typesetting system and placing the term in the denominator. The correct formula appears below and will be placed in the Final Report V1.2.</p>  <p>The TAM apologizes for this mistake which was the result of using a LaTeX typesetting system and placing the term in the denominator. The correct formula appears below and will be placed in the Final Report V1.2.</p> <p>If we assume a consistent pattern so that the Pseudo-CLEC data can be modeled very much difference is:</p> $D = \frac{1}{\sum_{i=1}^n \frac{1}{r_i^2}} \sum_{i=1}^n D_i \left(\frac{1}{r_i^2} \right)$ <p>and the standard deviation of D is</p> $SD(D) = \sqrt{\frac{1}{\sum_{i=1}^n \frac{1}{r_i^2}}}$				
336	AT&T/XO**	Performance	Statistics	4.4.5	What would be required in order to accomplish the TAM's	THE CPUC WOULD NEED TO DIRECT THIS EFFORT BE				

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					recommendation that “the analysis of Pacific performance data continue”?	PERFORMED. (1/28/01)				
337	AT&T/XO	Processes	Change Mgmt	4.5.1	How many TAM employees participated in the Change Management review, and what were their qualifications to perform this assessment?	One resource (Laraine Betts) performed this analysis. See TAM Team Profile for qualifications.				
338	AT&T/XO	Processes	Change Mgmt	4.5.2	Which Pacific OSS did the October, 1999 release include or impact? Did the TAM oversee an actual test of the implementation of the 10/99 release? That is, did one of the four pseudo-CLECs involved in the CA OSS Test actually implement the 10/99 release, including development and testing with Pacific? How does review of one release constitute a comprehensive evaluation of the efficacy of the Change Management Process?	The October release was for the EDI Mapping Update. The final requirements Accessible Letter number is CLECCS99-076. This release was performed prior to the TAMs involvement in the effort. The TAM was charged with doing an after the fact review. The TAM did not oversee an actual release implementation due to the original time schedule for the project. The TG was not involved in the October release either.	65	AT&T **M	<p>Who defined the scope of the change management evaluation? How was that defined?</p> <p>And, to your knowledge, was the scope of the change management evaluation ever discussed with CLECs or in a TAB meeting?</p> <p>Can you provide clarification on the sentence in the response to 338 that reads that TAM was charged with doing an after-the-fact review?</p> <p>So what change management processes were evaluated after the release was implemented?</p> <p>Was any consideration given to doing a future release versus one that had already completed?</p>	<p>A) The test administrator defines the scope of the analysis that we were proposing to be conducted and sent it to the Commission for their approval.</p> <p>B) No.</p> <p>C) The October release had already been put in before this analysis was conducted.</p> <p>D) I would refer participants to the change management section of the final report. We certainly, if you need to, can try to summarize and get back to you.</p> <p>E) Yes. We had made that suggestion to the Commission.</p>
339	AT&T/XO	Processes	Change Mgmt	4.5.3	<p>1)Who are the members of the “CM team”?</p> <p>2)Which CLEC does this section reference?</p>	<p>1) See AT&T/XO question 145</p> <p>2) As noted in section 3.5,1 the only CLEC available for an interview was AT&T.</p>				
340	AT&T/XO	Processes	Change Mgmt	4.5.3.1	1)Did the TAM evaluators compare the process followed in the 10/99 release to items B and D, and if so, what were the	1) No – part of the interview with the CLEC was to determine how the October release went. The TAM was told it went fine and	66	AT&T **L	The Pacific change management teams that are referenced in your response to No. 2, were those Pacific employees blind to the	THE PERSONNEL INTERVIEWED FROM PACIFIC AND THE CLEC WERE AWARE THAT THE CM EVALUATION

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Ref #	Company	Topic	Subject Area	Rpt. Ref	CLEC Question	Question Response	Supp ID	Company	Supp Question	Supp Question Response
					findings? 2)Did the TAM determine if contingency plans for other Pacific OSS (besides items F, G, and H) exist, and if not, when (or if) they would be created?	there were no problems encountered. 2) During the interviews with the Pacific CM teams the TAM was provided with copies of contingency plans for LASR, LEX, and LASR GUI.. The TAM noted in section 4.5.53 that procedures be in place for all teams.			test?	WAS BEING PERFORMED. (2/7/01)
341	AT&T/XO	Processes	Change Mgmt	4.5.3.2	Did the TAM evaluators attend any Change Management Meetings? If so, how many evaluators, and how many meetings did they attend?	One TAM evaluator attended 4 CM meetings in-person or on the conference bridge. This included the initial CM meeting pertaining to the new 13-State CM process. It was from this meeting and the interview with AT&T that the TAM made the recommendation that a follow-on study be made of how the new CM process will affect the Pacific CM process.				
342	AT&T/XO	Processes	Change Mgmt	4.5.3.3	Please identify the members of the Pacific CM team and the team managers.	Pacific would need to address any questions concerning the identification of their CM team members.				
343	AT&T/XO	Processes	Change Mgmt	4.5.3.3	1)What constitutes “a timely manner” for sending out Accessible Letters? 2)Did the TAM evaluators try any of the Accessible Letter search capabilities, and if so, what were their findings?	1) The Accessible letter for the final requirements for the October release was issued on June 23 which meets the 120-day requirement.. The reviewer was added to the list of recipients for the ALS and received ALs within one business day of issuance. 2) The TAM found the AL search capabilities very limiting regarding searching for specific subjects. The ALs received via email were saved on a file and searches were performed there.	67	AT&T	Did you actually test the web search capabilities?	Yes. I believe what this response is stating is that we found the web search to be cumbersome. So we received the accessible letters via e-mail and performed our searches on those.

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							70	WCOM **L	Is this the final one, or was this the first final requirements, if there was more than one?	THIS IS THE FIRST. THE A/LS ISSUED FOR THE OCTOBER RELEASE ARE NOTED IN THE ANSWER FOR REFERENCE #345. (2/7/01)
344	AT&T/XO	Processes	Change Mgmt	4.5.4	1)Does the change management process described apply to all Pacific OSS? If not, what are the exceptions? 2)What is the average approval rate of CLEC Change Requests (CCRs), and the average time from submission to approval to development to implementation? How many exception releases does Pacific implement each year, and what is the TAM evaluators' assessment of the necessity for such exception releases?	1) Per the Pacific CM Process documentation, the process applies to 'all ordering, pre-ordering, and provisioning maintenance electronic interfaces, specific to end-user ordering only, including but not limited to, SBC's Application to Application interfaces and Graphical User Interfaces (GUI). 2) At the time of the evaluation, there had been no OIS request made in a year. The reason for these and the request for these are made by the CLECs and are then presented to all participating CLECs for a vote. This is noted in section 4.5.4.1 The TAM does not have statistics on CLEC change requests.	68	AT&T **M	Did the TAM in your change management evaluation look at the rate with which the normal ongoing change request that CLECs submit are approved? What's the frequency that they're approved? What's the duration of time that it takes from when a CLEC submits one and it's approved to actually becoming part of a release?	THE CM TEAM LEAD INTERVIEWED THE PACIFIC TEAM ON HOW THE CCRS ARE HANDLED BUT DID NOT PERFORM ANALYSIS REGARDING ACTUAL CLEC EXPERIENCE OF SUBMITTING CCRS. (2/7/01)
							69	ATG **L	When would that have been?	THE CM REVIEW PROCESS WAS PERFORMED IN THE JAN-MAR 2000 TIME PERIOD (2/7/01)
345	AT&T/XO	Processes	Change Mgmt	4.5.4.1	1)What analysis did the TAM evaluators perform to ensure that initial and final requirements for all Pacific OSS are issued within the specified timeframes, and what were the results of the assessment? 2)Were multiple versions of initial and/or final requirements issued	1) This analysis was performed by interviewing the CM team and in the interview with the CLEC. 2) For the Oct release the requirements release AL (CLECCS99-076) was issued on 6/23/99. This was followed by CLECCS99-098 and 099 (9/7 and 9/21 respectively) which were	71	AT&T **M	Would it be correct to say was made by interviewing the Pacific change management team? No one sat down and really looked at when the accessible letters were issued and calculated the dates and made a determination about those exceptions and the issuance of	That is correct.

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					by Pacific, and how often? How close to system implementation date did Pacific issue revisions to final requirements, and for which systems?	proposed mods to the requirements and CLECCS99-112 which was a proposed mod issued on 10/18 and was a mod change for error processing. The mods provided the CLECs with the opportunity to provide feedback to the mods. At anytime the CLEC is allowed to issue an OIS.			accessible letters; is that correct?	
346	AT&T/XO	Processes	Change Mgmt	4.5.4.2.1	What process did the TAM evaluators use to verify that the “development environment is maintained and controlled through defined configuration management procedures”? What are those procedures, and are they documented?	The published Pacific procedures were reviewed by the TAM as noted in section 5.5.3.1. The TAM was not give access to the Pacific development environment to ensure that this was done. The TAM did query the CLEC if the requirements identified for the October release were delivered and functioned and was told yes.	72	WCOM	You reviewed some published procedures but you didn't test this development environment at all? And so your conclusion is based on the fact that a CLEC told you that the requirements in October went okay, but you didn't look at the environment itself?	Yes. There was no release going on at the time.
347	AT&T/XO	Processes	Change Mgmt	4.5.4.2.2	1)What tests do the development team perform? 2)What success criteria are applied? 3)How did the TAM verify that these tests were conducted and successful for the 10/99 release?	1) The PB and CLEC test teams identify these together. 2) Pacific would need determine whether to release this information. 3) The TAM was told by both Pacific and the CLEC that they were done. Pacific may wish to release further information on this process.	73	AT&T **M	Did -- as part of your review, did you review any test plans or documentation about what tests were performed? Do you have or did you gain any knowledge about the extent to which tables that reside in Pac Bell's systems are tested in conjunction with a release? Did the TAM review the success criteria that are applied for development testing? Did you have access to the information, review it, validate it? And if so, what was the process that you used to validate it?	NO. THE TAM'S ANALYSIS OCCURRED AFTER THE RELEASE. THE EVALUATION WAS PERFORMED ON THE PACIFIC CM PROCESS - THE DOCUMENTATION, HOW THEY PERFORM THEIR ACTIVITIES (I.E., REQUIREMENTS DEFINITION, S/W DEVELOPMENT PROCESS, CLEC TEST EFFORT), THE CM MEETINGS, CM NOTIFICATION. IN ADDITION THE TAM INTERVIEWED A CLEC. (2/9/01)
348	AT&T/XO	Processes	Change Mgmt	4.5.4.	What process does Pacific use to	CM meetings are held with the				

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				3	prioritize problems encountered? How does Pacific determine if problems encountered will impact the OSS development and implementation timeline? How and when does Pacific notify the CLEC community?	participating CLECs to prioritize requirements for future releases. The CLEC community is notified through the AL system.Pacific may wish to release further information on this process				
349	AT&T/XO	Processes	Change Mgmt	4.5.4.3.1	What tests do the Pacific/CLEC test team perform? What success criteria are applied, and are they jointly established by Pacific and the CLEC? How did the TAM verify that these tests were conducted and successful for the 10/99 release?	Since the evaluation for the October release was done after the fact, the TAM relied on the CLEC interview to determine that the tests were conducted and successful.Pacific may wish to release further information on this process	387	AT&T	Do I read the response correctly that you were not able to determine from your interview with the CLEC what tests were performed specifically?	Correct.
350	AT&T/XO	Processes	Change Mgmt	4.5.4.3.1	What process does Pacific use to prioritize problems encountered? How does Pacific determine if problems encountered will impact the OSS development and implementation timeline? How and when does Pacific notify the CLEC community?	DUPLICATE OF QUESTION # 156.				
351	AT&T	Processes	Change Mgmt	4.5.5.1	Can you clarify the problem encountered with Microsoft Word? A more current version of Word should be able to access and read documents created in previous versions.	Microsoft word is not backward compatible. The letters emailed were accessible through word 97 but once they were put on the web site, we could not access them through Word97. This is a Microsoft problem. We queried Pacific about this and were told that the bulk of the CLECs use Word95 so that is the version they use. The only resolution to the problem is to install a version of Word95 on our system to access the letters. Our note in 4.5.5.1 is a concern for the web system as time goes on and CLECs upgrade to a later version				

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352	AT&T/XO	Processes	Change Mgmt	4.5.5.2	What is the March release, and what OSS was involved? What was the specific problem encountered? What were the findings and resolution?	of word. The March release was for EDI/CORBA and is described in AL CLECCS00-008. The TAM has no knowledge of specific problems encountered since we were not tasked to evaluate this release. However, during a regularly schedule CM meeting, it was mentioned that some problems were encountered. The TAM has included this reference as an additional reason to evaluate the 13-state CM process.				
353	AT&T/XO	Processes	Change Mgmt	4.5.5.3	Did the TAM evaluators encounter any problems with the accuracy, completeness, or timeliness of developer reference guides provided by Pacific? If so, what were the problems and how were they resolved? If no formal test procedures were documented, how did the TAM evaluators determine if proper procedures were followed during the 10/99 release?	The guides provided by Pacific as noted in 4.5.3.1 were provided within a week of their request – some provided the same day. The TAM reviewed these documents but since the October release was reviewed after it happened, the accuracy of whether they were followed was not observed. The reviewed has a background in CM and felt the procedures were written in an ordered and understandable manner. It is noted in section 4.5.5.3 that not all procedures within the CM teams are written down. The TAM notes that this needs to be done to prevent problems with staff turn-around.	74	WCOM	Could you help me understand your note that not all procedures within the change management teams are written down? Did you review what was written down and find errors, or how do you know that some procedures are not written down? And then you had a discussion that said there are few procedures that aren't here? And is there a recommendation in the list of recommendations that all change management procedures need to be documented so that things will flow as you note that they should?	I believe the procedures were reviewed. I believe that during the discussion, they were talking about other procedures that possibly weren't documented.
354	AT&T/XO	Functionality	Billing	4.6.2	Who comprised the TAM billing validation team, and what are their professional qualifications?	The team was comprised of 3 analysts under the direction of team lead Laraine Betts. See TA Team Profile for qualifications.				
355	AT&T/XO	Functionality	Billing	4.6.2	1)Other than in the expectation	1) The TAM noted in the				

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					setting session, did the TAM ask the Pacific trainer to cover the USOC/tariff correlation and daily usage items? Did the TAM ask the Pacific trainer for in-depth detail on the source of information contained in the paper bill, or how the CLEC could validate its accuracy? 2)[If not, how did the TAM effectively perform bill validation for purposes of the OSS test?] 3)Did the TAM provide feedback on course deficiencies to Pacific, and if so, how?	expectation section that we expected this to be taught in the class and were told it would not be. The TAM also noted during the class that this information would be helpful to the CLECs and were told that we should discuss that with our account manager. 2) As described in section 4.1.4, the TAM worked with a SME to define the information needed, determine the calculations performed, researched the CABS format documents, created the cross-reference rate tables and did manual calculations to determine that the totals were correct. 3) The TAM did talk to Pacific about the limitations of the course. Pacific researched to determine if they had any other bill validation training but there were none.				
356	AT&T/XO	General	training	4.6.3	1)Was the Toolbar Training session that the TAM attended one of Pacific Bell's regularly scheduled sessions? 2)Did the TAM inquire as to whether it is standard procedure for Pacific Bell to conduct a training program for only one attendee?	1) Yes 2) Yes and the answer was yes				
357	AT&T/XO	General	training	4.6.3	Did the TAM identify the Toolbar course deficiencies to Pacific, and if so, how?	Yes, through the Final Report.				

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358	AT&T/XO	Performance	Perf. Measures	4.7.1.3	Please explain the process by which the TAM obtained approval to omit from the test the analysis of the identified Performance Measurements? Was this variance from the MTP raised as a jeopardy to the TAB, and if not, why not?	These PMs were originally identified as TBD (The Test Administrator will determine if sufficient statistical data is available for evaluation to be performed). Insufficient statistical data was available to evaluate these measures. There was no control to insure an adequate number of orders would qualify for these measures to support an evaluation with a high degree of confidence. The fact that friendlies were passive customers and had no use of the line installed precluded them from identifying any trouble, which would qualify under PM16, 19 and 22. No approval was required since direction was provided in the original table 6-4.	50	AT&T **M	There's a parenthetical in the first sentence, which says: The Test Administrator will determine if sufficient statistical data is available for evaluation to be performed. Is that something that you're in the process of doing? Why were they not included, and what was the approval, and why it wasn't raised with the TAB? You say insufficient statistical data was available to evaluate these measures. Does that mean there was too few observations, or was there like missing data, like missing summary statistics, or what does that statement mean? And do you know what the number was -- was the number 5 used for this, if there was less than five, or was there another?	A) No. That was the description after the TBD -- B) C) I believe it was insufficient datapoint entries. D)
							337	AT&T	"Did insufficient statistical data mean too few observations?" The response is, "I believe it was insufficient data entries." And I just want to know if, Mr. Ireland, that's your recollection as well. What does "insufficient statistical data" mean? But who made that determination? Who at the TAM made that determination?	This had to do with the performance measure from the master test plan that were in the TBD status as far as evaluation was concerned. We're speaking about rates of occurrence here, and there were not enough orders that were naturally occurring to give a true rate of occurrence. The master test plan listed them as: To be determined by the TAM based on the complete evolution of where service addresses would be obtained and

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									<p>Was the statistician involved in this decision?</p> <p>You mentioned a representative sample. I guess you mean there were very few orders for a particular month or very few instances of each of these measures.</p>	<p>the mix of orders, et cetera.</p> <p>The reason that we made the decision not to evaluate those, is because we did not have collocation facilities available to us and service addresses available to us evenly across all central offices served by Pacific. We didn't feel that we, therefore, we did not have a representative sample to determine those rates of occurrence. In addition, we didn't have end users, as we had discussed earlier in these workshops, that could encounter any trouble that might be there, and report it.</p> <p>MR. IRELAND: I was provided with a list of essentially performance measures, sub measures to use. I had no involvement at all in their selection. I was just told "Here they are. These are the ones that are to be evaluated," so I really don't know anything about how that decision was made.</p> <p>The decision was made based on the fact that we did not have orders that would support in a natural setting these kinds of performance measurements; meaning, we didn't have an end user to experience the trouble, we were not representative across collocations.</p>
							338	XO	Also excluded were Performance	Correct, and 5 and 6 go along

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									Measurement 5, 6 and 15, in addition to the 16, 19 and 22 that you were referring to in your answers does your answer also apply to those three performance measures that were also excluded in terms of why there wasn't sufficient statistical data? And 15 as well for that applies to the other response?	with the master test plan's exclusion of 12, which said that due dates missed would not be reported due to lack of facilities, would not be considered as part of this test. Correct.
359	AT&T/XO	Performance	Perf. Measures	4.7.1.3	Please explain what would be required in order to obtain sufficient statistical data to include an analysis of the identified Performance Measurements.	For PM 5 & 12, orders would need to be issued in each Pacific central office to determine a true occurrence rate for jeopardies due to facilities. For PM 16,19 & 22 test cases would need to involve active end users on all lines who replicated real world usage and orders would need to be issued in each Pacific central office.				
360	AT&T/XO	Processes	CLEC Participation	4.7.2	Were DSL facilities also "loaned"?	Yes.				
361	AT&T/XO	Processes	CLEC Participation	Table 4.7.2-1	Why does this table show that Cox was an active participant in the OSS test? Didn't MCI/Worldcom perform information dissemination?	COX performed information dissemination from the initial convention of the TAB (10/99) through 12/99				
362	AT&T/XO	Processes	CLEC Participation	4.7.2.2.2	Didn't the CLEC informal meetings begin much earlier than 12/16/00? Should this be 12/16/99?	Yes, this is an error - date should read 12/16/99				
363	AT&T/XO **	Processes	CLEC Participation	4.7.2.5	Can the TAM explain what this statement means: "The absence of pre-defined limits of a pseudo-CLEC operation in a real network added considerable effort for issue resolution to the third party test. This element should have	THIS IS THE TAM'S OBSERVATION THAT ALTHOUGH SECTION 4.2.7 OF THE MTP STATES CLEC FACILITIES WILL BE USED, THE EXTENT OF THE CLEC INVOLVEMENT STILL				

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					been more clearly defined in the MTP to include California CLEC concerns in relation to Pacific's business rules and operating procedures.”?	REQUIRED NEGOTIATION TO DEFINE THE PSEUDO-CLEC PROCESS FLOW. (1/28/01)				
364	AT&T/XO	Processes	Administration	4.7.5.2	Who assigned the Severity Levels to issues, and what process was followed to determine the appropriate level to assign?	Severity levels were assigned through discussion by the weekly status call participants under the direction of the TAM Project Manager. Five Severity Levels are stated in the MTP, section 7.3.7. After review, the TAM agreed that these severity levels were appropriate, but could be compressed for ease of management during issue reviews. The TAM created 3 “levels” for categorization of issues as stated in the final report. Level 3 (Critical) encompassed Severity Levels 1 and 2. Level 2 (Moderate) encompassed Severity Levels 3 and 4. Level 1 (Low) encompassed Severity Level 5. In this manner, higher significance was placed on Severity Levels 2 and 4, allowing minimum impact to test activities.	61	AT&T	<p>If there was not a consensus on what severity level to assign to a particular issue, how was that resolved?</p> <p>Did that include Pacific Bell representatives?</p> <p>Could you explain that or could someone explain about higher significance was placed on Severity Levels 2 and 4 allowing minimum impact to test activities.</p>	<p>These calls were extremely interactive with all the parties involved, and we would discuss it until a consensus was achieved.</p> <p>No, that was the test administrator, technical advisor, Commission, and test generator.</p> <p>The master test plan states five severity levels for issues. Rather than try to maintain all of our issues in five distinct severity levels, we chose to go to three. Therefore, we put as a high level critical both Severity Levels 1 and 2. Therefore, Severity Level 2 issues were treated with the same criticality as Security Level 1.</p>
365	AT&T/XO	Processes	Administration	4.7.5.2	This section states that the Issues Log is contained in supporting documentation and delivered under separate cover to the final report. Isn't the Issues Log contained in Appendix B?	This is an error in the final report which will be corrected – the Issue Log was originally intended to be included in supporting documentation, but was determined that its importance required inclusion in the report itself.				
366	AT&T/XO	Processes	Administration	4.7.5.4	How did the TAM determine the level of importance assigned to a risk?	Level of importance was based partially on the probability of occurrence, and partially on the	62	AT&T	Was the probability of occurrence and the impact of risk given equal weight when the determinations	Where both of those were involved, they were given equal weight. If one or the other was

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						impact the risk would have on the test effort if realized.			were made or was one given more weight than the other? And what methodology did you use to determine the probability of occurrence?	solely involved, it was given its own weight. These risks were also discussed in weekly meetings with the Commission, and the test generator, and the technical advisor, and the test administrator. And through the course of this test, those probability levels did change.
367	AT&T/XO	Processes	Administration	4.7.5.7	Weren't participating CLECs involved in the environment clean up effort?	As stated in the 4th paragraph of section 4.7.5.7, the participants involved in the cleanup activities included the TAB; (of which the CLECs, who were involved in this process, were members of.)				
368	AT&T/XO**	Processes	Administration	4.7.5.8	What is the Pacific Attestation Process?	THE "PACIFIC ATTESTATION PROCESS" REFERS TO THIS PROCEEDING. (1/28/01)				
369	AT&T/XO	General	issues	Table 4.8-1	1)Issue 35 – What T1 line does this issue address? 2)Issue 64 – What does "the Managed Introduction process for UNE-loops" mean?	1) The TG T1 line used to connect to EDI and process app-to-app orders. The history of this jeopardy is detailed in the Issue Log (Appendix B). 2) This refers to the pre-production testing accomplished for each product type for each pseudo-CLEC. The history of this jeopardy is detailed in the Issue Log (Appendix B).				
370	AT&T/XO	General	issues	App B	1)Issue 3 – What training does this issue address? Is it training for the TAM only? 2)Issue 4 – What Pac Bell site does this issue address?	1) Yes, TAM only training is addressed in this issue. 2)				
371	AT&T/XO	General	issues	App B	Issue 7 – What is the CLEC/pseudo-CLEC process? Is	This statement refers to the TG/CLEC Interface process. In				

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					it included in the supporting documentation for the TAM or TG Final OSS Reports?	the early stages of defining this process, it was referred to (internally) as the CLEC/Pseudo-CLEC process since the TG was often referred to as the pseudo-CLEC.				
372	AT&T/XO	General	issues	App B	Issue 8 – What was the purpose of the meeting with Pacific at the end of October, 1999? Was it held? Were minutes published, and if so, are they included in supporting documentation?	The meeting was held on October 20, 1999. The purpose of the meeting was to review logistical information and discuss requirements from PB. No minutes were taken or published, with the exception of the PB Action Item Log entries 36-47.				
373	AT&T/XO	General	issues	App B	Issue 15 – Who were the “EDI knowledgeable resources on the TAM team”, and what level of knowledge did they possess?	In staffing this effort, CGE&Y insured some of the resources had EDI experience. Many of the team resources have previous experience in both CLEC and ILEC environments. See the TAM Team Profile for qualifications of key participants.				
374	AT&T/XO	General	issues	App B	Issue 21 – Did the TG obtain the “historical information on this issue” ? Is this information that is provided to all CLECs? How were all issues satisfied between Pacific and the Test Generator?	The TAM was obtaining historical information from the TG on the history of the problem obtaining the required information. The TAM was notified by the TG and PB that the issue was satisfied.				
375	AT&T/XO	General	issues	App B	Issue 26 - What is “TS infrastructure development”?	This is a typographical error – it should read “TG infrastructure development”.				
376	AT&T/XO **	General	issues	App B	Issue 27 - Did Pacific advise the TAM of the rationale for its request for “orders entered for obtaining perf.meas. info? Was the TAM provided data on a weekly basis as indicated in the notes?	ORIGINALLY, THE TAM REQUESTED PM RECORDS ON A WEEKLY BASIS. PACIFIC REQUESTED PONS OR TNS TO ALLOW THEM TO EFFICIENTLY “PULL” PM RECORDS FOR REQUESTED ORDERS. IT WAS FINALLY DETERMINED THAT PM DATA WOULD BE	168	AT&T	Data is pulled by OCN on a monthly basis, but it could have been pulled by TN or PON on a weekly basis, but a decision was made not to. I think the question is why.	In order to try to have a special run made that we would be giving PONs and TNS, we felt that that would be more out of the ordinary. But not releasing the PONs and TNS and asking Pacific to simply use the OCN and pull the data as they normally

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						SUPPLIED MONTHLY BASED ON OCN ONLY. (1/28/01)				do, it was not something that was out of the ordinary that may cause someone to wonder why this was occurring.
377	AT&T/XO	General	issues	App B	Issue 31 – Did the TAM determine if Pacific provides this information to all CLECs?	Tracking of bill receipt was determined to be the responsibility of the TG and TAM.				
378	AT&T/XO	General	issues	App B	Issue 33 – Did this apply to all BANs for all pseudo-CLECs? How was the issue resolved by Pacific?	The only pseudo-CLEC being used for order entry at this time was NAPA. Hence, the Ban problem was identified for NAPA. No BAN problem was encountered with other pseudo-CLECs when they began processing. However, this could have affected any of the pseudo-CLECs since the BAN table was to be updated by Pacific for all P-CLECs at the same.				
379	AT&T/XO	General	issues	App B	Issue 41 – The narrative reports that this issue was closed because “identified where zip code is found in customer service record”. Who identified where this information is found? If this issue was closed, why does Page 58, Section 4.1.1.7, Item E state that “CSRs did not include city, state, or zip code. This required access to the U.S. Post Office Zip Code directory”?	The TAM order team identified the location of the zip code on the CSR. It was unclear due to the formatting with no field identifier. In Section 4.1.1.1.7 the reference is to the CSR viewed when validating some of the friendly addresses.				
380	AT&T/XO	General	issues	App B	Issue 43 – Since the TG manually input the information for the 4 additional fields for several weeks, were the daily tracking data re-run electronically when this capability was finally in place?	The TG daily tracking run was cumulative daily, so all data was run electronically after the development to include the additional fields was completed.				
381	AT&T/XO	General	issues	App B	Issue 55 – Did the TAM or TG determine if Pacific routinely	The x-coded order report was a special report developed and				

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					identifies exclusions for all CLECs?	delivered to the TAM weekly for the purposes of this test only. CLECs are not provided this information. The information was required for this test to insure all orders processed were included in performance measurements since statistically valid sample sizes were required.				
382	AT&T/XO	General	issues	App B	Issue 61 – Did the TG go back and populate date information in fields where “none” previously appeared?	No...The entry of “none” was inserted to identify that no DD or DDD was required for the entry. The TG was required to insure any information in the DD or DDD fields was in date format only. The word “none” is not a date format, and needed to be removed. The date field would have been left blank.				
383	AT&T/XO	Functionality	POP	App B	Please provide a definition of limbo orders; what caused them and their impact on the test.	This was the term used by the TAM informally to identify orders which had been handed off to the TG for entry but which had not received a status update from the TG for the standard due date interval plus five days. The TAM routinely monitored this situation to be sure the TG to TAM daily tracking data transfer established for this test was working correctly. Differences were investigated and updated as required.	274	WCOM **	"Is a limbo order another name for an abandoned order? Would you define a limbo order, please?"	NO. THIS WAS THE TERM USED BY THE TAM INFORMALLY TO IDENTIFY ORDERS WHICH HAD BEEN HANDED OFF TO THE TG FOR ENTRY BUT WHICH HAD NOT RECEIVED A STATUS UPDATE FROM THE TG FOR THE STANDARD DUE DATE INTERVAL PLUS FIVE DAYS. (2/12/01)
384	AT&T/XO	General	issues	App B	Issue 70 – How did the TG complete 89 LNP Only Orders without activating them with the participating CLEC? (The participating CLEC had completed only 6 LNP Only orders.)	Without a confirmed CLEC/TG Interface Process in place until 4-20-00 before the first UNE loop orders were issued, the TG was guided by their understanding of the process at the time. These orders were marked complete when the SOC was received.				

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385	AT&T/XO **	General	issues	App B	Issue 76 – In the 8/4/00 entry, what is the “issue with TN reservation on DataGate”? The 8/11 entry (page 304), indicates the issue is “covered” – how was it resolved?	THE TN RESERVATION ISSUE IN DATAGATE WAS DUE TO THE TG USING THE WRONG P-CLEC ID IN DOING A TN RESERVATION. WHEN THE TG CORRECTED THE P-CLEC ID THE TN RESERVATION WORKED CORRECTLY AND THE ISSUE WAS CLOSED. 2/8/01				
386	AT&T/XO	General	issues	App B	1)Issue 76 – The 8/18/00 entry states that “we have not heard any questions or problems from PB regarding” conducting the capacity test during Labor Day week. The TAM stated earlier in the report that neither PB nor the CLECs knew the date of the capacity test. Can the TAM explain this? 2)The 9/15/00 entry states that “The TG will work this weekend to copy PONs once PB cleans out the 3000+ orders still on the LEX server. Usually the CLECs do this, but PB resource stated he would check to see if this can be done at PB.” What does this mean? Did the PB resource actually perform this function for the TG?	1) PB communicated to us when there could be problematic times to conduct the capacity test. Most communication centered around the time before and after a new release. When PB notified us of these things, we thanked them, but would not divulge whether or not we were planning on conducting capacity tests at those times. The TA was concerned about conducting capacity testing on labor day week. When this was discussed, we mentioned that we had heard of no potential problem from PB, nor did they question us on whether or not we were testing this week. 2) PB performed the clean out. We had been in pre-testing of capacity for several months, and PB was aware of this. This effort by PB was specific to this test.				
387	AT&T/XO	General	issues	App B	Issue 78 – Did the pseudo-CLECs receive a broadcast FAX notifying them of the DataGate outages in the weeks of July 14 and July 21?	No, see supporting TG document “PB Outages”.				

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388	AT&T/XO	General	issues	App B	Issue 82 – Can the TAM provide clarification of this issue?	This issue was discussion on the impending decision to include FDT data in CHC Performance Measures. It was determined that Pacific was not scheduled to track the detail for FDT for 30-90 days which would exceed the end of the test.				
389	AT&T/XO	General	issues	App B	Issue 84 – Did the pseudo-CLEC determine if Pacific issued an Accessible Letter announcing the process change for SDIR orders that was effective on 9/7/2000?	No AL was issued since this was a PB internal process change only.				
390	AT&T/XO **	Functionality	M&R	App J	In the entry for 8/29/00 (item B), what were the troubles encountered? Did the TG submit trouble tickets?	NO TROUBLES WERE ACTUALLY ENCOUNTERED. YES, THE TG ATTEMPTED TO SUBMIT TROUBLE TICKETS IN SUPPORT OF POST-SOC TESTING. (1/25/01) THE TN RESERVATION ISSUE IN DATAGATE WAS DUE TO THE TG USING THE WRONG P-CLEC ID IN DOING A TN RESERVATION. WHEN THE TG CORRECTED THE P-CLEC ID THE TN RESERVATION WORKED CORRECTLY AND THE ISSUE WAS CLOSED. 2/8/01	161	AT&T	Does the answer to your question mean that these were fictitious trouble tickets? These were made-up trouble tickets without real troubles, in an effort to test the post-SOC process? My confusion is just that it says no troubles were actually encountered, and yet trouble tickets appear to have been generated. Were there ever any real troubles encountered after you received a SOC through the end user testing process or anything like that?	In order to test post SOC validation, a trouble was submitted through the system, but that was not because a trouble existed.
391	AT&T/XO **	Functionality	POP	App L	How did the test conducted ensure that the criteria for assured loop conditioning were met, versus basic loop?	THE MONITORED TESTING AT THE LOC DID NOT CHANGE FROM BASIC TO ASSURED LOOP ORDERS (AS THE METHODS AND PROCEDURES IN APPENDIX J STATE).THERE WERE NO ADDITIONAL TESTS ASKED TO BE COMPLETED BY THE LOC TO ENSURE THE LOOP MET THE CRITERIA OF	163	AT&T	Do we know if the TAM or TG did some testing prior to the end testing that you had completed? Would it not be significant to test an assured loop to ensure that it is technically correct, meaning that it has got 5 db of loss versus a basic loop with 8 db of loss?	No, they did not. We were testing the product as to what the product is. We were testing the operating support systems as to supporting the inception to completion of an assured loop, basic loop, and the components that the LSR included. When we are talking about provisioning, we're talking about order

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						AN ASSURED LOOP. THE SORD, FACS AND LMOS RECORDS ARE ALL THAT WERE USED BY THE LOC TO DETERMINE THE LOOP WAS AN ASSURED LOOP. POSSIBLY THE TAM OR TG DID SOME TESTING PRIOR TO THE END TESTING WE COMPLETED. (1/22/01)				provisioning. We were not engineering the circuit itself.
392	AT&T/XO**	Functionality	POP	App L	Did the TAM feel that spending one half day at the LSC was sufficient to gain a thorough understanding of LSC methods and procedures?	NO. OUR FIRST VISIT OF ONE HALF DAY WAS FOR FAMILIARIZATION. (1/22/01)	164	AT&T	Did you undertake other activities that you believe gave you a thorough understanding? And if so what were they? Do you feel that you had spent enough time at the LSC or had monitored enough orders to give you a sufficient understanding, not if you were able to then supplement it with other things that you felt that was sufficient. So did you undertake other activities to give you a thorough understanding of LSC methods and procedures? Or was that not part of your task?	The purpose of those visits was not to do an internal audit of Pacific's procedures and processes. We were there to monitor, to observe if there was any visible means of the pseudo-CLECs being given any kind of preferential treatment and just to observe the overall flow of that particular department. For the purpose of our visit, it was sufficient time for that level of understanding.
393	AT&T/XO**	Functionality	POP	App L	Did the TAM feel that monitoring of 1 order in a 3-hour period was sufficient to gain a thorough understanding of LSC methods and procedures? Under Issues and Concerns, the second and third bullets express concerns regarding maintaining blindness. How was blindness ultimately safeguarded? What does the fourth bullet mean?	NO. MONITORING OF ONE ORDER IN A 3 HOUR PERIOD WAS NOT INTENDED FOR GAINING A THOROUGH UNDERSTANDING OF LSC METHODS AND PROCEDURES. THE TAM WAS INTRODUCED AS AUDITORS. THE POSSIBILITY OF LSR'S TO EXCEPTION OUT. (1/22/01)	165	WCOM	Does Appendix L contain and fully describe the TAM's scope of monitoring of LSC activities? In other words, is what I see in Appendix L a full and complete description of the TAM's activities with respect to monitoring the LSC and LOC? When you went to the LOC, how did you identify yourselves? When you went there as an auditor, do you feel that you got truthful complete answers?	Appendix L is a description of the notes that the team took as they went through the day and did both visits. The Pacific Bell OSS test team escorted us through the LOC. We were identified as auditors. Yes.
394	AT&T/XO**	Functionality	POP	App L	Under Additional Information from Conversations, what does the third bullet mean? What did the	AWAITING RESPONSE ON FIRST QUESTION. THE TAM DID NOT GET A				

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					TAM find out on the fourth bullet? Did the TAM feel that monitoring one CHC for evaluation was sufficient to gain a thorough understanding of LOC methods and procedures? Under TBCC process, what is an E0135 form? Did the TAM review methods and procedures for FDT orders?	RESPONSE TO BULLET FOUR. NO. THE TAM DOES NOT FEEL THAT MONITORING ONE CHC FOR EVALUATION WAS SUFFICIENT TO GAIN A THOROUGH OF THE LOCS M&P'S. AN E0135 IS THE FORM UTILIZE BY THE LOC FOR HOT CUTS. NO THE TAM DID NOT REVIEW THE M&P'S FOR FDT WHILE ON THIS VISIT. (1/22/01)				
395	AT&T/XO **	Functionality	POP	App L	There appears to be some information missing between the bottom of page 409 and the top of page 410. Please explain any additional information that may have been included in these Notes. Please explain your understanding of the statement made by a Pacific MA that only 2 CLECs use EBI because of "price restrictions."	THE MISSING INFORMATION AT THE BOTTO OF THE PAGE NEEDS TO BE ADDED. THE STATEMENT CONCLUDES THAT CLECS PREFER TO CALL IN TROUBLES. THE COST OF THE INTERFACE TO NEW ENTRANTS. (1/22/01)				
396	AT&T/XO **	Functionality	POP	App L	How were the issues/concerns identified in the Assessment Note addressed during the test?	COULD NOT BE ADDRESS. (1/22/01)	166	AT&T **	Can you explain why the concerns could not be addressed? The question is how were the issues identified and addressed during the testimony, and the answer was they could not be addressed, and my question is why could they not be addressed.	DUE TO THE SIZE OF THE LSC AND THE RANDOMNESS OF ASSIGNING ORDERS TO REPRESENTATIVES, IT WAS IMPOSSIBLE TO FOLLOW ONE SPECIFIC ORDER. (2/12/01)
397	AT&T/XO	Functionality	POP	App L	Did the TAM inquire about metrics Pacific has in place to ensure that "At no time is the wait on hold to be longer for the CLECs than for Pac Bell", and corrective action if metrics indicate that this is not the case?	The TAM members observed several books of ACD call logs. Each book contained the ACD Daily Log by hour of number of calls received, time on hold per line, positions open, positions closed, time on call, etc. These logs are used for many things including PMs and appraisals.				

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Ref #	Company	Topic	Subject Area	Rpt. Ref	CLEC Question	Question Response	Supp ID	Company	Supp Question	Supp Question Response
						Because the ACD distributes calls evenly to positions and the logs showed the time consistent to all positions, the indication is that all CLECs including the SBC group (Pac Bell), who is treated as a CLEC also, are treated equally and no certain CLEC is on hold any longer than another.				
398	AT&T/XO	Functionality	Billing	App N	The Appendix indicates the “difference in days” in the last column. How did the TAM determine that the bills were received in a timely manner?	It was determine between Pacific and the TAM/TG that the bills would be sent to the TG within 10 business days after generation. They all were received within the 10 working days.				
399	AT&T/XO	Functionality	Billing	App N	What is the significance of the shaded portions of the table in this Appendix?	The shading indicated that receipt dates were missing. The shading for the one that contained a date was inadvertently left in.				
400	AT&T/XO	Performance	Statistics	Statistical Analysis	Does the TAM have in place methods for performing tests for long-tailed measures? If so, please provide specifics as to those methods.	The TAM agrees that it is appropriate to consider tests for distributions other than the normal distribution and supports this method as an ongoing activity. The TAM attempted to perform such tests but the effort was abandoned when the data sent for this effort by Pacific could not be read after receiving a second copy.	56	AT&T **H	<p>Does the TAM feel that its inability to perform these tests -- does that in any way affect your confidence and the appropriateness of the methodology you employed?</p> <p>Is there a reason why it was abandoned and not a third time attempted or -- or however many times it needed to be attempted to get to where you could use the data?</p> <p>Has the TAM satisfied itself that Pacific is actually able to maintain the data in their systems since two attempts to try to get data apparently resulted in unreadable files?</p>	<p>THE TAM'S METHODOLOGY WAS SUPPORTED THE AGREEMENT BETWEEN THE CPUC, CLECS AND ILEC TO USE THE MODIFIED Z STATISTICS. PLEASE SEE THE TRANSCRIPT FROM THE 1/30 WORKSHOP.</p> <p>THE EFFORT WAS ABANDONED SINCE IT WAS NOT CRITICAL TO THE STATISTICAL ANALYSIS PERFORMED.</p> <p>THE TAM DID NOT ANALYZE INTERNAL PACIFIC PROCESSES. (2/9/01)</p>
401	AT&T/XO	Functionality	POP		1)With respect to the	1) Yes, based on FOC and SOC,	252	XO **	"On the version that was handed	WHERE LOOP TESTING WAS

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					Functionality Test of the provisioning of UNE loops, did the processes followed by the TAM and TG involve/require the Pseudo-CLECs' acceptance of the facility? 2)Did the processes followed by the TAM and TG ever implicate Pacific Bell's "Customer Not Ready" Procedures?	and with loop testing where done 2) "customer Not Ready" has two scenarios. First, where the end user denies access to Pacific, the tech responds to the order with appropriate message, and TG is sent a Jeopardy notice. The second scenario is with Pacific's Customer Not ready group who look for old orders that have not completed and send notice that the orders will be cancelled if no action is taken by a specific date. TG had a couple of these, and resolved issues associated with the orders flagged.			out this morning, I'm just a little curious about the answers here. I don't understand the first answer saying that it was based on the FOC and SOC, and with loop testing where done. I understand the loop testing, but not -- I don't understand the baseline FOC and SOC. If you can explain that..... It's -- in the first answer, it says, based on FOC and SOC, and with loop testing where done."" And I don't understand what the reference to -- with it being based on a FOC and SOC means in terms of whether -- are you saying that there was something in the FOC and the SOC that required -- that itself required of the facility and not just the overall process that was established for those particular orders types?"	NOT AVAILABLE BY THE PARTICIPATING CLEC, OR THROUGH THE TAM'S LOC TESTING, THE PSEUDO-CLEC ACCEPTED THE LOOP BASED ON THE SOC FROM PACIFIC. (2/12/01)
							253	XO	" And then the second question, at the end of the second question, it says the test generator had a couple of these, and resolved issues associated with the orders flagged. I was curious if a couple means two or if there were more than that and what the issues were and how they were resolved. And, in particular, I'm interested in knowing whether --" "What the issues were, how they were resolved. And, in particular, I'm curious as to whether any of these were situations where, according to your records, you	"On this particular answer, I don't have a precise count of the number of orders, but it was in the range of five to ten. What else was it you wanted, I'm sorry?." "Right. To my recollection on these, these were ones that we had not accepted. They were -- upon looking at them, I certainly recall that some of them were on the DS1 orders where we were having trouble completing a test and Pacific would not SOC them without a test, and this had dragged on for a length of time

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									had accepted it, but according to Pacific's records, it had not been accepted. And that's why it was still out there for the 30 days."	when they became flagged as CNRs.Off the top of my head, I do not recall the details of every single order, but I could certainly find out if that is available."
							258	WCOM	"And this concerns the ""customer Not Ready"" group. I believe Mr. Gould answered the question asked earlier and said that the TG had five to ten of these ""customer Not Ready"" orders; is that right?" "Do you know why those five to ten orders were labeled ""customer Not Ready""? "	That's correct. "Well, that's what I'm following up on for Melissa Waksman. I do recall that one were DS1 orders that we were having trouble doing a test on and Pacific wouldn't provide the SOC until the testing was completed.The reasons for the others I need to research."
402	AT&T/XO	Functionality	POP		How many test cases using supplemental addresses were established by the TAM? How many test cases with Supplemental Address were sent by the TG during this test? How many LSRs with supplemental addresses were sent between 2/17/00 and 3/17/00?	These quantities include test cases with sublocations on all service addresses, both friendlies and those provided by Pacific.	275	AT&T	"How many test cases using supplemental addresses were established by the TAM? How many test cases with supplemental addresses were sent by the test generator during the test? How many LSRs, local service requests, with supplemental addresses were sent between 2/17/2000 and 3/17/2000?"	Well, I remember specifically calculating that because it got my attention. So I will find out why it didn't get entered in here in our answers."
							276	WCOM	"Just in terms of definition, does the TAM and AT&T agree that sublocations on service addresses is the same as submitting a supplemental address LSR? they're just different words. So I'm a little confused." "So if you're sending a supplemental address LSR, it's not actually a supplemental LSR. It's just a sublocation -- a line on	Yes, that's correct. Correct No to your first question.

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									your LSR."	
									" Did you issue a new LSR to supplement, or did you just change the address on the existing LSR? "	
403	AT&T/XO	General	Training		Did the Test Generator attend all training classes recommended by Pacific?	To the best of our knowledge, yes.				
404	AT&T/XO	Performance	Statistics	statistical analysis	Please support the validity of the statistical analysis related to performance measures.	<p>From the beginning of the OSS Test, all parties agreed the "modified Z statistic" was to be used in all statistical analysis. Therefore, it already had a "pro-forma" validity.</p> <p>However, statisticians are always concerned about the validity of the procedures they use for the data at hand. These concerns are visible in the reports recommendations: Page 8, Category 1, Performance Measurement; Pages 10-11, Category 2, Performance Measurement; Page 1, Category 3, Performance Measurement. At the heart of this concern is the desire to examine the structure of the data before selecting statistical analysis methodology. This concern also shows up in the effort documented on page 162, paragraph 2, to examine the raw data. Given the time frame for this study, that effort did not come to fruition, but the California Public Utilities Commission in their "DRAFT DECISION OF ALJ REED," Interim Opinion on</p>	57	AT&T **H	Are the statisticians concerned here? And if they're concerned here -- which I can infer that they are, based on this answer -- then does that cause them to question the validity of the statistical analysis that they undertook?	THE TAM USED THE "MODIFIED Z STATISTIC" AGREED UPON BY THE CALIFORNIA PUBLIC UTILITIES COMMISSION, THE CLECS, AND THE ILEC. PLEASE SEE THE TRANSCRIPT FROM THE 1/30 WORKSHOP. (2/9/01)

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						<p>Performance Incentives, details these issues in several of its appendices.</p> <p>The specific recommendation, "The data reduction procedures should include the computation of median and interquartile distances," is a placeholder for doing more careful data reduction to summary statistics that go into the reported statistical tests. The sample average and the sample standard deviation as reported in the Rose reports are statistical calculations that can be highly misleading in large data sets because individual outlying observations (large in this case), can unduly influence their values. Therefore, a more careful analysis of the distribution of the raw data values is highly recommended.</p>				
							339	AT&T	<p>You were told by the test and you weren't concerned about the distributional assumptions because that wasn't part of the project that you were working on?</p> <p>So the fact that you accepted that doesn't mean that you looked at the distributional assumptions and checked it against the data or anything along those lines?</p> <p>In doing these tests there are assumptions about the variants. If those assumptions were not met, could the tests that you</p>	<p>It's natural to be concerned about the distributional assumptions, of course. My sense of the phone calls was that there was a history of people being satisfied with this statistic as the one to use.</p> <p>No, I didn't.</p> <p>There are a lot of assumptions and they're just not assumptions about the variants and assumptions about the distribution. The history of the use of the Z- or the T-statistic is that it's a very good, fairly</p>

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									performed be invalid?	consistent way of examining two means. I don't know enough about the underlying data to make any comments, and I note in that answer there's the reference to 97-10-16 (sic) and 97-10-17 (sic).
405	AT&T/XO	General	Roles	TG 1.2.4	What steps did the TG or TAM take "to ensure the TG did not receive any information that a CLEC would not receive under normal course of business?" To what extent was this objective accomplished?	At the TG's introductory meeting with the Pacific AM team, the CPUC representative stressed to both the TG and Pacific the importance that the four P-CLECs be treated as real CLECs would be treated to the greatest extent possible within the essential constraints of the test. In any TG request for information from Pacific, the TG regularly asked the Pacific AM if the requested information was available to real CLECs. The TG cannot assess whether this objective was met as the TG was not generally aware of what information other CLECs receive outside of web site accessible documents and training information.				
406	AT&T/XO	General	ExecSummary	TG Table 2.1	Table 2.1 states that 2917 orders were completed. The TAM Report states on pages 23 and 51 that 2615 orders were completed. Please explain the difference and what, if any, actions were taken to reconcile the discrepancy.	The TG has re-checked the final order counts as recorded in their database. The final order total remains at 2,917 (FAX=20; GUI=1,126; EDI=1,771).	87	AT&T	the number that was referenced in a couple of the answers was 2,975 orders as the total instead of 2,917.	2,975 were the TAM count. 2,917 is the test generator. We are trying to see if we can generate another table that will allow entities to reconcile between the two existing tables that we've had so much discussion about.
407	AT&T/XO	Capacity	Volume Stress	TG Table 2.1	1)Table 2.2 states that in the stress test, 402 orders were sent through LEX. On pg 125 of the TAM report it states 427 orders were sent through LEX in the	1) The correct number is 427 LEX orders. The 402 number is a transcription error. The document will be corrected and an update posted.				

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					<p>stress test. Please explain the difference?</p> <p>2)It appears that a total of about 24,000 orders were processed for the stress test which is less than 60% of the orders processed for the individual pre-order test. Please explain how the stress test provides information about how Pacific's systems would react in a situation where both pre-ordering and ordering requests were being submitted at volumes reflected in the individual tests.</p>	<p>2) The stress was induced due to the high hourly loads that were used for the combination test. The high hourly loads were accomplished by increasing the EDI order volumes during the course of the test and then introducing a high rate of Preorder transactions periodically during the test. The EDI order rate was 800 orders/hour for hours 1 & 2, 1,600 orders/hour for hours 3 & 4, and 3,200 orders/hour for hours 5 & 6.</p> <p>During hours 2, 4, and 6, a preorder system stress was introduced with an hourly transaction rate of 4,230 Datagate Transactions/hour. This Datagate rate was the same transactions rate that was used in the individual pre-order capacity test during hour 6 on Sept 18, 2000 and was the highest hourly rate that was sent on September 18, 2000 during the individual pre-order capacity test.</p>				
408	AT&T/XO	General	ExecSummary	TG 2.2	<p>This section states that Pacific's M&P proved satisfactory "although at times, hard to interpret." Were these internal or external M&Ps? If internal, were you provided with documents that would normally be provided to other CLECs?</p>	<p>These refer to external processes such as CHC and X-coded orders. There was some initial confusion over CHCs for instance, when using information in the LSOR and information from the CLEC web site. These were not internal Pacific M&P's.</p>	88	WCOM	<p>Mr. Mackey stated that M&Ps were not reviewed from Pacific, yet this states that the M&P proved satisfactory, although at times hard to interpret. Am I misunderstanding what M&Ps you reviewed?</p>	<p>We were not privy to internal M&Ps of Pacific. What we were referring to here was procedures, general procedures, as documented in the LSOR and on the Web site regarding coordinated high cut and X-coded orders.</p>
409	AT&T/XO	General	ExecSummary	TG 2.2	<p>1)Please clarify the statement that "Building OSS interfaces to Pacific's EDI order system was</p>	<p>1) GXS has service offerings that provide Gateway and interconnection services and</p>	89	AT&T **L	<p>Could you maybe quantify how many EDI gateways you built for other telcos? (As a company.)</p>	<p>THE GXS DEVELOPMENT TEAM HAS BUILT AND INTEGRATED BETWEEN 10</p>

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					accomplished with a normal level of effort, considering the TG's experience with other ILEC interconnection?" To what experience is the Report referring? 2)Does "normal level of effort" necessarily reflect a degree of effort that is practical in a real world business situation? 3)What is the basis for the TG's conclusion that "it is clear that Pacific is focusing considerable effort to improve both the CLEC interconnection process and CLEC production support" with respect to non-pseudo-CLECs? Please provide more examples that support the conclusion that "considerable" effort is being made.	software between CLECs and ILECs. In building the EDI interfaces to Pacifics EDI orders system, the TG used a standard GXS methodology, as described in section 5.6.1 and 5.6.2 in our report to develop the interfaces to Pacific's EDI system. Building the EDI interfaces to Pacific's EDI systems was accomplished in a "normal" timeframe and with normal effort as compared to other EDI interconnections that GXS has built for Telco clients. 2) As stated above, the "normal" that is referred to here is what GXS experiences when similar type of work is done in a real world business situation. 3) During the timeframe of the test, a number of upgrades have been made to Pacific courses, including "PB CLEC-W-DL-Gateway"; "PB CLEC-W-DL-R"; "PB CLEC-W-UNE"; "PB CLEC LEX-R"; and PB CLEC Toolbar".			This is more along the lines of the type of information that is beneficial to the CLECs. So since you've provided it here, would it be possible for you to provide similar answers, both the TAM and the test generator, in the other places where we've asked for clarification of the type of experience that -- on which you're relying?	AND 20 CLEC/ILEC INTERCONNECTION GATEWAYS INTO THE CLIENTS BACK-END SYSTEMS. (2/12/01)
410	AT&T/XO	General	ExecSummary	TG 2.2	Please explain the change described on page 13 involving "Restricting TN change in LNP orders to avoid TN's locked to previous Local Exchange Carrier (LEC) owner." including when the change was made, how the change was noticed to CLECs and your explanation of how this change makes it "easier for CLECs to do business with Pacific."	The report may have misstated the related request type. Per E-mail on 8/3/00, our Pacific AM stated "The May release incorporated the rule that EUC=Y is not permitted on REQ TYP M, ACT = Move, so you would need to do both the new and old TNs directly with the (E911) Gateway." The TG expectation is that this should decrease ongoing need to perform Pacific requested E911	90	AT&T **M	Could you explain how your answer relates to the question?	THE TG HAS NO KNOWLEDGE OF HOW THE CHANGE WAS DEPLOYED. (2/12/01)

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						TN unlocks, decreasing the CLEC effort in this area.				
411	AT&T/XO	Recommendations	Recommendations	TG 2.2	Please clarify which recommendations the TG believes Pacific “must, should or may” choose to focus upon. What do these categories mean in terms of Pacific’s 271 filing?	Words such as "must, should or may" are best left to the PUC or FCC to use under their respective regulatory authorities. The recommendations from the TG with respect to Pacific's 271 filing are likewise left to PUC or FCC and their respective regulatory authorities.	13	XO	What is the relationship is between the recommendations that the TAM in their report makes and then the suggestions that are made in this section that we're discussing. Want to make clear that what's in the test generator report doesn't somehow undercut, supersede or otherwise overtake what is in the TAM's recommendations.	the process that we followed as far as reporting and categorizing the Test Generator recommendations in the Test Administrator report was based on the Test Generator providing their final report to the Test Administrator with suggested levels of importance of their recommendations. The Test Administrator reviewed these based on our observations of the test generator's activities and categorized them what we felt was appropriate. We then returned those categorizations to the Test Generator for their concurrence.
							14	AT&T **H	What we would like to know is, I see that there's a further breakdown in terms of "critical need" and "additional recommendations" but it appears, based on what you're saying, that the Test Generator did reach conclusions on its own about what in its opinion "must," "should," or "may" need to be done; and that is not clear from -- on pages 14 and 15, and that is what AT&T would like clarification about. Where do each of the "most critical" and "additional recommendations" map to the recommendations provided as to the TAM?	TG CRITERIA INCLUDED FACTORS INHIBITING OUR PROGRESS TOWARD PRODUCTION STATUS, AND INHIBITING OUR ABILITY TO ENTER ORDERS. TG UNDERSTOOD THAT THE TAM WOULD FURTHER ANALYZE AND CATEGORIZE THESE RECOMMENDATIONS AS THEY DEEMED APPROPRIATE. PLEASE SEE DOCUMENT: TGRECOMMENDXREF.XLS (2/12/01)

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412	AT&T/XO	General	ExecSummary	TG 2.2	Where the TG notes that Pacific has made certain improvements, has the TG determined whether, in its opinion, these improvements adequately address the TG's concerns?	During the test, the TG noted the changes listed in section 2.2. Recommendations to address remaining concerns are listed at the end of this same section.				
413	AT&T/XO	General	Blindness	TG 3.3	Is there a specific log or other form of documentation indicating "who, when, and why others at pacific were necessarily advised of the true nature of the P-CLECs' role?"	The Pacific AM may be a better source of this information. While the TG did not keep a specific log of this, it is the TG's understanding that outside of the AM team, only a few Pacific resources were informed by the Pacific AM, and only after careful consideration to minimize overall risk to the blindness of the test.	83	WCOM	Did you have just an account manager or was there an account team? And were you directed to specific account-team resources when you needed something or did you always go just to your account manager?	I believe, only one time when we were directed to go to one -- the backup account manager. And that was in the early stages of our relationship with Pacific. The backup account manager assisted in the interconnect agreement logistics and in setting up IDs for the -- the test-generator individuals who were accessing the Pacific systems through the OSSs.
							84	ATG **M	And we know that there was a person in the IS call center would that be the same as the Pacific data center manager that you referred to in the report or is that a different individual?	THE TAM HAD ONE CONTACT AT THE IS CALL CENTER FOR ACCESS DURING THE CAPACITY TEST. THE TAM DOES NOT HAVE A REFERENCE TO 'DATA CENTER MANAGER' IN ITS FINAL REPORT. (2/12/01)
							85	AT&T	On Wednesday we had asked a question related to some individuals. And I directed it to the test generator and provided subsequent information. On the day in question, the TG found no such communication that the test generator was a party to. This information has been handed to the test administrator.	THE CPUC REQUESTED PACIFIC TO PRESENT A HIGH LEVEL DSL PRESENTATION (WHICH HAD BEEN PRESENTED TO THE CPUC EARLIER) TO THEIR CONSULTANTS. TAM AND TA RESOURCES WERE PRESENT. THEY WERE SIMPLY INTRODUCED AS CONSULTANTS WORKING WITH THE CPUC (2/12/01)
414	AT&T/XO	PseudoCLE	Relationship	TG	Please describe the size of the	The same AM's served all four P-				

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		C		4.1.1	AM team that worked with each Pseudo-CLEC, e.g. number of people and their titles and roles throughout the test process.	CLECs. There was one primary AM, and a designated back-up/assistant. The back-up AM role changed hands once during the project.				
415	AT&T/XO	Processes	Documentation	TG 4.2.1	Please provide specific details regarding the statement "navigation throughout the web site proved somewhat unwieldy and cumbersome."	Specific example was searching for all AL's related to a specific topic, requiring a check of letters on a month-at-a-time basis over an arbitrarily long period of time.	80	AT&T **M	A)Were there additional examples? Is this the only example that there is? B)As much detail as you can provide would be appreciated.	A) It's the only example that was provided, I believe. We could get additional ones if you'd like in terms of searches. B)
416	AT&T/XO	Processes	Documentation	TG 4.2.3	With what frequency are the ALs incorporated into Pacific's standard documentation, obviating the need to reference the AL itself?	The answer to this is dependent on Pacific's internal M&P and the TG assumes it varies depending on the significance of the change and the importance of the document.	81	WCOM **M	What processes did the TAM review in terms of M&Ps for Pacific in dealing with CLECs?	THE TAM REVIEWED THE CLEC WEBSITE DOCUMENTS, THE JPSA, AND THE EB JOINT IMPLEMENTATION AGREEMENT. (2/12/01)
							82	AT&T **M	is there any investigation into or conclusions made about the detail provided in the CLEC handbook and the sufficiency of that detail, and the relationship between the CLEC handbook and the accessible letters and the need of a CLEC and business to try to look through multiple sources of information -- those just being two, the handbook and the accessible letters -- and if so, could you -- there was a reference made in a report about how you found that task of trying to get the information you needed to do your business? (More the day-to-day kinds of questions that one might have to look through documentation for.	BESIDES AL TOPIC SEARCH DIFFICULTY, A TG RESOURCE SPENT OVER AN HOUR ATTEMPTING TO LOCATE FAX ORDER FORMS, BEFORE LOCATING HARD COPIES IN THE TG TEST FACILITY. TG HAD DIFFICULTY LOCATING A SINGLE SOURCE OF PACIFIC EDI EXCEPTIONS TO THE LSOG STANDARDS, SEARCHING THE LSOR, AL'S, AND FINALLY QUERYING THE PB AM. TG HAD DIFFICULTY FINDING A SINGLE SOURCE OF STANDARD DUE DATE INTERVALS, REQUIRING A PRODUCT TYPE BY PRODUCT TYPE SEARCH THROUGH THE LSOR. TG LATER LEARNED FROM PB AM THAT STAND-ALONE LNP ORDERS COUNT SATURDAYS. THIS FACT WAS

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										NOT ON THE CLEC.SBC.COM WEB SITE AT ALL, BUT ON THE NANC WEB SITE. TG ALSO SEARCHED FOR, BUT COULD NOT FIND, DOCUMENTATION ON STANDARD POST-SOC COMPLETION INTERVALS FOR EACH PRODUCT AND ACTIVITY TYPE. (2/12/01)
417	AT&T/XO	General	training	TG 4.3	Please clarify how the students were “satisfied with overall content and presentation given that the OSS classes “did not cover the related OSS applications at all which was a disappointment” and the other problems the TG identified.	The P-CLEC students attended a number of Pacific classes, and there was one issue with one aspect of one class. Overall the students were satisfied with the classes.The P-CLEC students attended a number of Pacific classes, and there was one issue with one aspect of one class. Overall the students were satisfied with the classes.				
418	AT&T/XO	Development	OSS Interfaces	TG 4.5.1	Please explain the “system limitations” to which the Report refers. Please explain what functionality the TG “expected.” Please explain the significance of the problems encountered with the release of Toolbar 6.0.0 and how, if at all, they impacted Pseudo-CLEC production. How were these problems eventually corrected?	The TG was referring to operating system limitations (Toolbar required Win95). The TG expected Toolbar to function with Win98 as well. The August attempt to install Toolbar 6.0 resulted in Toolbar applications being unavailable for one day. TG’s last post-project understanding (from late October) is Toolbar 6.0.0 may have been re-released in December 2000, although TG has not re-attempted installation.				
419	AT&T/XO	Development	OSS Interfaces	TG 4.5.2	1)Please clarify what “In general” means in the context of required pre-ordering functionality. 2)Please explain how the TG determined what functionality was	1) Without going into specifics, such as address negotiation, at a high level pre-ordering functionality was provided as expected.				

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					"required."	2) TG determined what functionality was required through the training; reading the documentation, and experience.				
420	AT&T/XO	Development	OSS Interfaces	TG 4.5.3	Please define "workable."	The TG is indicating that the order entry team found the system to be one that worked as expected for its purpose of order entry.				
421	AT&T/XO	Development	OSS Interfaces	TG 4.5.5	Please describe the root cause of the failure to gain access to the E911 gateway, the corrective actions taken to resolve the problems and the re-testing that was done to verify the correction	Failure to gain access to MS Gateway was indicated by access denied messages. This was an issue that the IS call center had to resolve. The problem was caused by a set up problem, the actual nature of which is unknown, except that initial rejects were probably caused by the fact that the passwords had expired. TG continued to re-test until finally successful.				
422	AT&T/XO	Development	OSS Interfaces	TG 4.5.5	How does the decision to simply "abandon" the effort comport with the expectation that testing would be continued until orders were processed correctly?	E911 tests were completed for all E911 testing except for one order for Blackhawk. The actual order for Blackhawk completed normally, however, we were not able to enter the E911 data as expected. This failure was documented in the test and in the test results and specific recommendations for improvements for this process.				
423	AT&T/XO	Development	OSS Interfaces	TG 4.5.5	1)It appears as if this section states that the system support supplied by Pacific for entering E911 into the 911 Gateway is deficient. Why is the deficiency not mentioned in the general test results section?	1) The lack of E911 support is well documented in the TG's final report. Please refer to section 5.5.5, and the recommendations in 4.12. 2) The following extract from e-mail from Pacific account				

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					2)This section also states that “the majority of CLECs are not interested in using the 911 gateway.” What is the basis for this statement?	manager: "There isn't a 911 checklist for UNE Port providers who choose to use the 911 gateway rather than the LSR to provide 911 information for their end users. The CLECs were vocal and active participants when PB developed the LSR capability so they would not have to use the gateway at all. For that reason it is not surprising that we have not had any UNE Port CLEC that wants to do this – this is not a situation which is typical CLEC behavior".				
424	AT&T/XO	Development	OSS Interfaces	TG 4.5.6	Please expound on the conclusion that Datagate is less efficient and reliable than Verigate.	From a human perspective, Verigate proved easier and more straightforward, therefore more efficient and reliable to use than DataGate. An illustration is in address validation, where Verigate will accept Zip code entries, but DataGate requires a lesser known SAGA code.				
425	AT&T/XO	Development	Application	TG 4.6.1	Please provide details that support the statement “When this stage of the analysis was completed the ILEC was much closer to LSOG V3, then the published LSOG V2.”	Analysis of the Pacific LSOR documentation indicated LSOG2+ was the base, TG research confirmed LSOG2+ with certain LSOG 3 fields included in proprietary fields. (These fields were handled in "Remarks" outside of LSOG2+ or LSOG 3). Every ILEC deviates from the LSOG guidelines to some extent, and the relationship between the "base" LSOG version that the ILEC is using and the current issue of the LSOR is largely a matter of timing. Pacific established LSOG2+ as the				

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						"base" for their LSOR but in the course of the testing activity Pacific published 12 versions of the LSOG, and the versions were modified daily by Accessible Letters. The degree of compliance to one LSOG version or another depending on which version you were comparing. To the knowledge of the TG, the only real difficulty associated with the LSOR relationship to LSOG standards resulted from the TG database design which was based on LSOG 4. TG database for example only supported one RTR value for all forms associated with a given order. Pacific's LSOR provided for different values for RTR on the LSR form and the DSR form. Believe that the greatest variation between LSOG 2+ and Pacific's LSOR, relates to fields defined in the LSOG that were not used by Pacific.				
426	AT&T/XO	Processes	Change Mgmt	TG 4.6.3	Please detail the software revisions that were made by Pacific in response to the Test Generator problems. Please document how the Change Management Process was followed in conjunction with these changes.	Please see comments for DataGate tickets in the Vantive ticket log referenced in the TG Final Report Appendices section 6.0. Further related questions may better be addressed by Pacific.	76	WCOM **L	Is there any other reference available in either the TAM final report or TG final report, other than the Vantive ticket log? Would that response from Pacific also detail whether an accessible letter was provided, whether CLECs were informed of the change, and how things were corrected? And do you believe that this software problem had an impact	I believe there's an e-mail that specifically documents that. I'll see if I can identify that, and provide that information.

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									on all CLECs?	
427	AT&T/XO	PseudoCLEC	Managed Introduction	TG 4.7.1	Please explain how performing EDI testing sequentially addressed the TG's concerns about maintaining test blindness.	During the EDI Joint Test process there was close contact with Pacific support personnel. The group assigned for this support is limited in number of people. If the TG had started joint testing with all four CLECs at the same time there is a greater likelihood that blindness might be compromised than if the CLEC went in sequentially and at staggered intervals.				
428	AT&T/XO	PseudoCLEC	Managed Introduction	TG 4.7.2	1)Please explain how the MI process became “well understood” by the TG test team in the absence of documentation and a lack of clarity about the requirements of the MI process. Does the TG have any basis to conclude that the MI process is static and that its “understanding” would be applicable over time? 2)Was Managed Introduction required by Pacific Bell or was it optional?	1) The TG understood that Managed Introduction is a required Pacific process. It became well understood by the TG through going through the process four times, once for each P-CLEC. It is not a complicated requirement. Note that while it is a requirement there is no system block preventing a CLEC from entering orders 2) It was required				
429	AT&T/XO	PseudoCLEC	Order	TG 4.8.2	Please explain why the last SOC was not received until 10/13/00 and why the problems experienced with late SOC's are not deemed critical.	From section 4.8.2 : “The TG sent the first successful LSR to Pacific via LEX on December 8, 1999. The last SOC was received via EDI from Pacific on October 13, 2000.” This sentence simple establishes the timeframe that orders were processed in, starting with the first order that was sent by the TG on December 8, 1999 to the last order that SOCd on October 13, 2000. This does not say that an order was submitted	184	AT&T **	My understanding is that the functionality test concluded on September 1st. Is that an accurate statement? If in fact the date was September 1st, I would like to understand why the last SOC was not received until October 13th.	THE FUNCTIONLITY TEST DID CONCLUDE ON SEPTEMBER 1ST. THE SOCS RECEIVED AFTER THAT DATE WERE FOR SDIR ORDERS PROCESSED TO TEST THE NEW PACIFIC INTERNAL M&P PROCESS OF NOTIFYING CLECS OF POST FOC ERRORS AND WERE NOT PART OF THE TEST (2/12/01)

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						on December 8, 1999 and it eventually SOCd on October 13, 2000.				
430	AT&T/XO	PseudoCLEC	Order	TG 4.8.2.1	Please explain what resolution, if any, was reached for the problems the TG describes in this section. If no resolution or explanation exists, please indicate where in the TAM or TG reports the TAM/TG addresses the impact these incidents had on the overall Test results.	The problem reached an impasse, as what the TG/TAM showed in their records did not agree with what Pacific had in theirs. There was no further resolution. The orders were abandoned, and others submitted to replace them.				
431	AT&T/XO	PseudoCLEC	Order	TG 4.8.2.2	1)How did the TG learn that new M&Ps were implemented by Pacific to address the post FOC errors? 2)Please explain what root cause analysis was done to determine the cause of the post-FOC errors? 3)Please explain what resolution, if any, was reached for the other problems the TG describes in this section. If no resolution or explanation exists, please indicate where in the TAM or TG reports the TAM/TG addresses the impact these incidents had on the overall Test results.	1) The TG learned of the new M&P from Pacific representatives during a TAB meeting. 2) Please see section 5.8.2.4.2 for pertinent details. 3) The TAM report may address related impacts.	185	AT&T **	With respect to part one of that question, do you recall which TAB meeting? With respect to part three of that question, I realize that the test generator provided a response that the TAM report may address related impacts. Is the TAM able to discuss whether that's included in the report or not?	TAB MEETING #27 HELD ON 10/12/00. THIS IS NOT ADDRESSED IN THE TAM FINAL REPORT SINCE THE TESTING OF POST FOC ERROR M&P WAS PERFORMED AFTER THE CONCLUSION OF THE TEST. THIS IS ONLY ADDRESSED IN THE TG FINAL REPORT. (2/12/01)
432	AT&T/XO	PseudoCLEC	Order	TG 4.8.2.3	Please explain what resolution, if any, was reached for the problems the TG describes in this section. If no resolution or explanation exists, please indicate where in the TAM or TG reports the TAM/TG addresses the impact these incidents had on the overall Test results. What	For unexplained reason on three migrated account disconnect orders the ECCKT supplied on the original migration order was not in Pacific's database, thus the circuit could not be disconnected. This incident was investigated as thoroughly with the LSC and documented in the test results,				

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					action would have been required for a production CLEC to have addressed this problem?	<p>but there was not an apparent way for the TG to determine why the ECCKT was not valid in Pacific's systems.</p> <p>A real CLEC should realize that there might be times when their database and Pacific's database do not match and attempt to establish procedures for capturing the information returned by Pacific. A CLEC might review the their wholesale bill to see if charges associated with this account were still being assessed by Pacific, or if there was some action that the CLEC was not aware of the caused the ECCKT to become invalid.</p>				
433	AT&T/XO	PseudoCLEC	Order	TG 4.8.2	<p>1)Please describe your understanding of the frame due time and Coordinated Hot Cut processes.</p> <p>2)Describe all documentation / information that was used to develop your understanding of these processes.</p>	<p>1) Frame Due Time is the time of day that Pacific actually disconnects TN from its facilities and ports the number over to the new carrier's facilities. The FDT is 10:00PST. If an earlier time is populated in the LSR, it will still be done at 10:00pm, but if later time requested, it will be done then. Documented in the LSOR and in CLEC handbook under LNP Processing.</p> <p>A coordinated hot cut is an option a CLEC can select for an LNP order if they wish to ensure cut over of their customer without loss of service. This option comes with an extra charge</p> <p>2) FDT Documented in the LSOR and in CLEC handbook under</p>				

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						LNP Processing. CHCs are explained in the CLEC handbook, section 3.2.2 of Number Portability.				
434	AT&T/XO	PseudoCLEC	Order	TG 4.8.2	If the orders were cut at the Default Frame Due time, but porting occurred at another time, was service to the customer disrupted?	If this were to happen then the customer's service would likely be disrupted. We do not have any knowledge that this occurred during the test.	162	AT&T	Your response indicates that you don't have any knowledge that this occurred during the test. And I believe, if I understood you correctly, that the discrepancy in the numbers is somewhere around 90 of the orders were processed as frame due time orders; is that correct? AT&T activated 213 telephone numbers in our switches, yet the test generator showed 302 stand-alone orders completed. What I need to understand is how were those orders considered complete?	Yes. The specific timing of the orders in terms of when on the calendar they took place, that may have some bearing on the answer because, as Mr. Gould has indicated early on, we were still refining the process, the test generator CLEC process. And so it may have been that it was not until the process was finalized that the orders were being handled appropriately with the activation call.
435	AT&T/XO	PseudoCLEC	Order	TG 4.8.2	Please detail your understanding of the ten-digit trigger and how the TDT works in connection with provisioning processes. Please describe and produce any reference material used to develop your understanding of how Pacific uses the TDT. See also TG at 100.	TG's understanding of TDT came from a discussion with the Pacific Account Manager. What happens is that the night before the due date, Pacific sets a 10 digit trigger on the ported TN in their switch, which forces the switch to go and look up the routing for this number in the NPAC database. On the due date, and at the FDT, the porting takes place. The CLEC sends a transaction to NPAC which now routes the call through the CLEC. At 10:00pm pacific completes the order by removing the 10-digit trigger and disconnecting the TN in the switch.				
436	AT&T/XO	PseudoCLEC	Order	TG 4.8.2.	Please explain what caused the BAN errors.	The referenced BAN errors occurred on disconnect orders,				

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				9		which used the correct BAN for the intended service earlier established. The cause of the errors was that when the service was established, an incorrect BAN was mistakenly used, inconsistent with the ordered service. Pacific systems allowed these orders to complete. However, disconnects were rejected unless the same incorrect BAN (albeit inconsistent with the service) appeared on the disconnect.				
437	AT&T/XO	PseudoCLEC	Relationship	TG 4.11.4	Please detail the root cause of the cases where service was mistakenly converted to pseudo-CLEC and describe where the significance of mistaken conversions is addressed in the reports.	The identified root cause for the single mistaken conversion was a manual transcription error, a TN two digit transposition in the TAM's creation of the order input sheet. The significance is discussed in section 5.11.4.				
438	AT&T/XO	PseudoCLEC	Relationship	TG 5.1.2	1)It appears as though the TG accepted the OSS Agreements and the Interconnection Agreements that Pacific sent as written, although the TG may have asked for clarification of certain aspects of these agreements. Is this correct? 2)If so, does the TAM/TG have any basis to conclude that the process in which the TG engaged meaningfully reflects the process in which a an actual CLEC would engage?	1) Correct. 2) The TG has no basis for such conclusion, other than experiencing the mechanical process of receiving, discussing, and signing the P-CLEC ICA's.				
439	AT&T/XO	PseudoCLEC	Relationship	TG 5.1.3.2	In Item (i) What was the purpose of "inform[ing] Pacific AM that FAX orders were on the way" and of Pacific AM's ensuring that	The Pacific AM stated that the purpose of a 'heads-up' call was to ensure the LSC had a resource assigned to look for and handle				

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					the LSC was prepared to receive and process those orders?	the incoming FAX orders.				
440	AT&T/XO	PseudoCLEC	Relationship	TG 5.1.3.3	Why is the start-up issue concerning BANs related to the unique nature of the P-CLECs?	The wording of the document is misleading, as the unique nature of the P-CLECs relates to ACTLs. It does not refer to BANs. This was unique since the ACTL's used by the P-CLECs had to be real CLEC ACTLs.				
441	AT&T/XO	General	training	TG 5.3	1)In the TAM report, regarding training, statements were made that the classes were advertised by Pacific as "Train the Trainer" format, yet the material presented was not detailed enough to prepare a CLEC representative to train others on the material. In the TG report, it is also stated that the classes attended were in a "Train the Trainer" format, but the deficiency cited in the TAM report is not mentioned. Why? 2)Does the "generally satisfied" conclusion apply to the Datagate training which "did not cover the related OSS applications" and I which the instructor claimed no knowledge even of the Due Date application the P-CLEC students were testing in the class exercise?	1) The team members that attuned these classes found them adequate to perform the functions learned in class once they returned. The team was also able to train others based on their classroom experience and documents provided. This seemed to do the job. 2) Some clarification is necessary between assessment of Pacific training in California and DataGate training in St. Louis. While "generally satisfied" may apply overall, the DataGate training attended was marginally adequate. The TG team was able to build the required DataGate interfaces, but with considerable difficulty and delay due in part to training issues, but primarily due to inadequate documentation.				
442	AT&T/XO	Development	OSS Interconnection	TG 5.4.3	Please describe why Pacific's requirement that multiple connecting partners not connect over the same frame relay circuit is a reasonable requirement and your assessment of it as a potential barrier to the use of	Please refer to section 5.4.6 of the TG report : "On February 8, 2000 Accessible Letter CLEC C00-032 was received by the TG that announced support of connectivity sharing arrangements with service bureau				

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					service bureaus by CLECs.	providers for CLECs doing business with Pacific. This had no impact on the direct connection between TG and Pacific for the OSS test, since the connection was already implemented on a separate connection with Pacific from the previously implemented connection between GXS and Pacific. This functionality might have reduced the time to implement the direct connection if it had been available earlier in the project. For CLECs considering a direct connection with Pacific they might look into the feasibility of using a service provider's services when planning to enter Pacific's local exchange regions."				
443	AT&T/XO	Development	OSS Interfaces	TG 5.5.1.3	Should December 16, 1999 be December 16, 2000?	Yes.				
444	AT&T/XO	Development	OSS Interfaces	TG 5.5.1.4	To what does "system limitations" refer? What functionality did the TG expect?	This refers to the Operating system limitation of WIN95 requirement. Some of work stations had WIN98 and this presented an issue.				
445	AT&T/XO	Development	OSS Interfaces	TG 5.5.2.3	Please describe all efforts to validate that the Verigate outages that were noticed to the pseudo-CLECs constituted all Verigate outages that occurred during the period of this test.	All system outages were noted when they occurred and logged into the tracking database. All daily tracking sheets were searched to ensure data captured.				
446	AT&T/XO	Development	OSS Interfaces	TG 5.5.2.3	1)On what does the TG bases its statement that address maintenance and validation have "always presented a significant	1) Experience with past order service systems shows that address negotiation is always a challenge. This challenge is well	388	AT&T	Can you elaborate just a little bit on that? I'm not understanding from your response whether this - you considered this to be a	In this section of the report we addressed that -- we didn't address validation in VeriGate. We did come across times when

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					challenge to" telecommunications OSS? 2)Please explain where the significance of the address validation issues in Verigate are addressed. 3)Please explain your understanding of the importance of address validation in the provisioning process.	known and is due to the complex nature of address when they are interpreted by information systems. The mandatory and optional components of a valid address are complex and require complex formatting rules. 2) This section is just a discussion on address validation and what TG experienced. 3) Without correct address information, then a valid service order cannot be entered.			significant issue or not.	sublocation was a problem. And this sublocation was a problem in the release that we used initially in VeriGate, which I believe -- which was rectified around, I believe, the May time frame. Might have been March or April. I'm not sure which. And that's -- you get -- that's really getting at the gist of what the problem was. We weren't able to resolve the sublocation address.
447	AT&T/XO	Development	OSS Interfaces	TG 5.5.2.3	What is the impact of logic having been incorporated in the application to parse input data for verification lookup purposes. Does this address all of the TG's concerns?	The TG does not have concerns. There was no issue with entering address data all on one line, rather than in separate boxes.				
448	AT&T/XO	Development	OSS Interfaces	TG 5.5.2.3	Please detail the problems encountered with TN reservation prior to May 28. Also, please provide your analysis of how the May 28 release addressed the problems you were having. Please describe all TN reservation problems that you had after the May 28 release. What specific problems you encountered prior to the release were fixed by the release? Please provide supporting documentation of where re-testing was performed to verify the fix deployed in the release.	Before the May release, every time TG needed to reserve a TN for an order, had to call the LSC to obtain a TN. After the May release this was no longer necessary. TG was aware that fix was deployed as continuing service order entry activity allowed TN reservation in Verigate.				
449	AT&T/XO	Development	OSS Interfaces	TG 5.5.3.3	Please describe all efforts to validate that the LEX outages that were noticed to the pseudo-	All LEX outages experienced by the TG Order Entry Team were noted on a daily basis and				

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					CLECs constituted all LEX outages that occurred during the period of this test.	recorded in the daily tracking database.				
450	AT&T/XO	Development	OSS Interfaces	TG 5.5.3.3	How was the outage notification problem addressed in the ultimate TAM recommendations? See also 5.2.5 at 50 Please explain the significance of the “cascading” of errors in the high-order edits where recommendations, if any, are made regarding this problem.	This was something that happened from time to time when one error might cause other edits to fail and produce error messages that were not really a problem. An experienced order entry person would recognize this quickly and fix the problem with little impact, while an inexperienced person may take some while to resolve the problems.				
451	AT&T/XO	Development	OSS Interfaces	TG 5.5.3.3	Please detail any root cause analysis of errors that was performed on manually handled orders to verify / validate that the errors were properly identified in manual handling.	There was no root cause analysis performed on manually rejected orders, If error was a TG input error, the order was corrected and re-submitted, if order entered as specified then it was returned to TAM.				
452	AT&T/XO	Development	OSS Interfaces	TG 5.5.3.3	Please describe any instances where errors were identified (manual or mechanized), corrected and resubmitted only to have further (same or new) errors identified.	Order might be rejected for CFA busy. This might happen if the facility has not been completely configured by the CLEC, or if the Pacific systems had not been updated to the previous change. Once the CFA is configured correctly we might then get a reject for a bad ACTL, etc.				
453	AT&T/XO	Development	OSS Interfaces	TG 5.5.5	1)Please describe the root cause analysis performed and the findings related to the source of problems with E911 batch ID process. 2)Also, please describe where the batch ID process was successfully re-tested	1) The only Batch ID problem experienced was the partial batch ID problem with Blackhawk, which was never resolved, as documented in this section. 2) E911 tests were completed for all E911 testing except for one order for Blackhawk. The actual				

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						order for Blackhawk completed normally, however, we were not able to enter the E911 data as expected. The failure was a direct result of the partial batch id returned in the on-line E911 system. This failure was documented in the test and in the test results and specific recommendations for improvements for this process.				
454	AT&T/XO	Development	OSS Interfaces	TG 5.5.5	1)How are the problems discussed concerning E-911 addressed in the ultimate TAM recommendations? 2)How many E911 Gateway update transactions were performed and where is the supporting documentation for these transactions located?	1) E911 tests were completed for all E911 testing except for one order for Blackhawk. The actual order for Blackhawk completed normally, however, we were not able to enter the E911 data as expected. The failure was a direct result of the partial batch id returned in the on-line E911 system. This failure was documented in the test and in the test results and specific recommendations for improvements for this process 2) This information is in the file folders associated with the test cases and orders entered with E911 testing indicated.	389	AT&T	Is there another way that we can obtain that information, other than going through all of the file folders for those particular orders?	You have the PONs. They were sent along to the TAM, I believe, to be incorporated in the roll-up.
455	AT&T/XO	Development	OSS Interfaces	TG 5.5.5	Please provide support for your conclusion "A CLEC would not normally use this method to update E911 database since supplying this information in the LSR and letting Pacific update this information appears to be more efficient and practical."	The following extract from e-mail from Pacific account manager: "There isn't a 911 checklist for UNE Port providers who choose to use the 911 gateway rather than the LSR to provide 911 information for their end users. The CLECs were vocal and active participants when PB developed the LSR capability so they would				

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						not have to use the gateway at all. For that reason it is not surprising that we have not had any UNE Port CLEC that wants to do this – this is not a situation which is typical CLEC behavior".				
456	AT&T/XO	Processes	Change Mgmt	TG 5.5.6.3	"Pacific corrected DG software and documentation" Was this a test environment or production environment change? If production environment, please describe how Pacific made these corrections? Please describe how the changes that were made conformed to the Change Management Process.	This was during the pre-production testing of Datagate.	75	WCOM **L	Was that documentation correction and change provided to all CLECs? And how did you verify that that was done?	IT WAS UPDATED AND PLACED ON THE CLEC WEBSITE, PER THE PACIFIC BELL ACCOUNT MANAGER. (SEE SECTION 5.5.6.3 OF THE TG FINAL REPORT.) (2/12/01)
457	AT&T/XO	Processes	Change Mgmt	TG 5.5.6.3	Carrier ID Code Availability - Resolution required Pacific software correction, which was made, and the ticket closed February 14, 2000. Was this a change in the test or production environment? If production environment, were change management processes followed?	This was during the pre-production testing of Datagate.				
458	AT&T/XO	Processes	Change Mgmt	TG 5.5.6.3	Flexible Due Date "Pacific corrected the software, the TG re-tested successfully," – Please describe the specific changes that were made and how these changes were made in accordance with Change Management Process.	This was during the production testing of Datagate. Once the changes were made to the production Datagate system, the TG did a re-test in the pre-production environment.	78	WCOM **M	There's an overarching concern on the part of WorldCom that perhaps the changed management process was not followed when upgrades to the interfaces were required as a result of the testing experience. So 458's an example. And I hope that when you're reviewing your responses, you could address the threshold question of whether from the test administrator's perspective, from your perspective, the upgrade	ON 6/29/00, QUESTIONS REGARDING RESOLUTION OF VANTIVE TICKETS RAISED IN OUR TAB MEETING WERE REFERRED TO THE PB AM. ON 7/27, TAM REQUESTED TG SEND FOLLOW-UP REQUEST, ASKING FOR A RESPONSE WITHIN THREE DAYS. ON 7/28, TG AND TAM RECEIVED PACIFIC'S REPLY. THIS IS THE SPECIFIC TEXT: "2186772 / OPENED 10/14/99; CLOSED 11/2/99. ISSUE =

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									required any action to be taken under the changed management process. In other words, was it relevant?	INSTALLATION PROBLEMS. RESOLUTION = PB ANSWERED SPECIFIC QUESTIONS (I.E., AMOUNT OF STORAGE SPACE REQUIRED ON HP SYSTEM). THE DATAGATE CD HAS BEEN UPDATED TO INCLUDE INFORMATION ON THE SIZE OF DISTRIBUTION THE README FILE AS WELL AS SEVERAL OTHER ENHANCEMENTS SUCH AS THE SOFTWARE FIX FOR XDRGEN. 2392256 / OPENED 12/3/99; CLOSED 12/7/99. ISSUE = MISSING REQUIRED PARAMETERS. RESOLUTION = PB REFERRED GEIS TO PARAMETER DATA ON PAGE 23 OF THE DATAGATE DEVELOPER REFERENCE GUIDE (IN THE CURRENT DOCUMENTATION (REV 3.9), THIS IS NOW PAGE 10) AS WELL AS ASSIGNED PORT INFORMATION FOR NAPA. NO CHANGE REQUIRED TO PB DOCUMENTATION. 2658856 / OPENED 2/9/00; CLOSED 2/14/00. ISSUE = REPEATING CIC LIST. RESOLUTION = PB SOFTWARE CORRECTED. SINCE THIS WAS A CORRECTION IN OUR SIDE OF THE PROGRAM, NO CHANGE WAS MADE TO DOCUMENTATION. 2712935 / OPENED 2/2/00; CLOSED 3/2/00. ISSUE = INCONSISTENT TEST

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										RESULTS (ADDRESS VALIDATION QUERIES). RESOLUTION = PB DATAGATE REVISION 3.4 ISSUED 3/6/00 UPDATED ADDRESS VALIDATION TEST P. 28 IN THE CURRENT REV 3.9. 2755471 / OPENED 3/2/00; CLOSED 3/17/00. ISSUE = SAGA INPUT REQUIRED (ADDRESS VALIDATION QUERIES). RESOLUTION = PB DATAGATE REVISION 3.5 ISSUED 3/16/00 UPDATED WITH HOW TO HANDLE ZIP CODE WHEN THERE ARE 2 SAGAS IN ONE ZIP CODE (SEE P. 18 IN CURRENT REV 3.9 ESPECIALLY "NOTE"); ALSO ADDED EXAMPLES FOR SEVERAL DIFFERENT TYPES OF ADDRESSES. 2829402 / OPENED 3/20/00; CLOSED 4/13/00. ISSUE = MISSING DISPATCH TEST CASE (DISPATCH QUERIES). RESOLUTION = PB DATAGATE REVISION 3.6 ISSUED 3/28/00 CORRECTED TEST DATA." THE TG HAS NO OTHER KNOWLEDGE NOR EXPERIENCE REGARDING WHETHER PACIFIC FOLLOWED APPROPRIATE CHANGE MANAGEMENT PROCESSES. THE TG FOUND NO AL'S OUTLINING THESE CHANGES. (2/12/01)
							79	AT&T **M	So this was a change that occurred during production	TG NOT AWARE OF ANY CHANGES THAT WERE MADE

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									testing. Are you aware of any other -- or during production. Are you aware of any other software changes that occurred during production?	TO DATAGATE DURING OUR TEST THAT DID NOT FOLLOW NORMAL M&P PROCEDURES. (2/10/01)
459	AT&T/XO	Development	OSS Interfaces	TG 5.5.6.4	How are the “reliability” issues encountered with Datagate addressed in the TAM's ultimate recommendations?	<p>The statement that Datagate is less reliable than Verigate in the TG report may be misleading. We will change this to read “...the DataGate interface as a tool more cumbersome and less useable than Pacific's Verigate...” This wording will be modified and updated in the TG's report.</p> <p>The usability issue is directly related to the deficiencies that are noted on Datagate documentation and support. These issues are documented in the TAM recommendations.</p>				
460	AT&T/XO	Development	Application	TG 5.6.3.2	“In all cases, DataGate responses were converted from complex structures and stored in a formatted text file” – Please describe the conversion process used and identify all specific PB documentation related to this conversion process? Describe and quantify all problems or errors that were related to the conversion of responses from complex structures to formatted structures.	When a response was received from Pacific via the DataGate process, the data structures would be parsed for specific data based on the type of transaction. Specific items would be extracted and written to a flat file that provided a "human" readable format.				
461	AT&T/XO	PseudoCLEC	Order	TG 5.8.2.3.1	Loop with Port change orders – Please describe the root cause investigation and results for the problems encountered. Also, please describe the re-testing that was performed to verify correction	For the errors on adding/removing features, this was a difference in what Pacific had in their records versus what TG and TAM had. It could not be resolved. We reported the error				

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					of the problem. If no re-testing was performed, please detail why not.	and moved on. The orders that were incorrectly worked with class of service problem were identified as a training issue. For the last error, problem with data in Pacific OSS. This is documented as it took a significant effort to investigate, but as reported there was no conclusion reached as to the error, and this problem was a "one-off" and could not be reproduced.				
462	AT&T/XO	PseudoCLEC	Order	TG 5.8.2.3.1	What verification was performed to verify the CLEC Handbook correction associated with LPWP move orders.	There were very few of these move order types, and no verification was performed for this issue.				
463	AT&T/XO	PseudoCLEC	Order	TG 5.8.2.4.2	Stand-alone directory orders – Please describe the root cause for the orders with errors. Please describe what re-testing occurred to verify that systems or processes have been corrected. Please discuss the significance of errors that delay SOC and do not require CLEC involvement to correct and where the reports address the impact of these issues on the test results..	The cause was thought to be entering the Caption on the order as all capitalized. Once Pacific determined new procedure for post-FOC errors, TG entered 3 orders using all caps and waited for call from Listing Help Desk. Call was not received so TG called to resolve problem.	390	AT&T	Did you, in fact, validate that that was the reason for the errors?	It did take us a couple of iterations to try to determine what was truly causing the stand-alone directory listing orders to have post-FOC records. And this morning when I was doing clarification questions, I referenced two specific e-mails from the Pacific account manager.
464	AT&T/XO	PseudoCLEC	Order	TG 5.8.2.4.2	Please explain "pushed the orders to SOC". What does this mean?	It means that directory Listing Help desk corrected an error for us in order to obtain a SOC.				
465	AT&T/XO	PseudoCLEC	Order	TG 5.8.2.4.2	Please explain the significance of the statement that 'planned post-SOC' errors did not result in errors? Describe the root cause analysis and results for the lack of planned post-SOC errors.	This should be post FOC (not SOC). It turned out that all CAPS did not appear to be the cause of a post-FOC error as TG encountered an order that FOCd and SOCd as the order requested.				
466	AT&T/XO	PseudoCLEC	Order	TG	PON# PO000117695E - Please	An order was entered with a San				

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		C		5.8.2.5.2	explain how the FLSC contact knew to instruct the TG that a cancel should be sent. "The contact at the FLSC said the order needed "mileage", and TG should send a cancel," Said differently, how did the FLSC contact know this was not a valid order with mileage?	Jose address asking for service out of a San Francisco switch. As an order of this type requires mileage, this was a manual exception to the LSC, so they would see it.				
467	AT&T/XO	PseudoCLEC	Order	TG 5.8.2.7.3	What, if any, resolution or explanation exists for the unique experiences and co-mingling issues? How does the issue impact the test results?	The facilities provided by one participating CLEC for DS1 orders were all Special Access DS3's, valid under the terms of the real CLECs ICA, but not valid for the P-CLECs, as Pacific no longer offers this provision. The P-CLECs required UNE DS3's. The result of this, coupled with the decision not to proceed with further CLEC provisioning of UNE DS3's limited the number of completed DS1 test orders.				
468	AT&T/XO	PseudoCLEC	Order	TG 5.8.2.9.2	Please describe the root cause analysis and findings as to why LNPO orders were x-coded when Pacific advised that a stand-alone LNPO could not be x-coded. How was this discrepancy resolved?	As LNPO orders appeared on the X-coded reported, then it was presumed then they could be x-coded, despite being told by Pacific verbally that they were not. However, this was not considered a big issue as TG had processes in place to ensure that all correct due dates were entered on orders, and they would never be x-coded anyway.	391	AT&T	<p>It's not clear from the response, first of all, whether or not LNP-only orders actually appear on an X-coded order report.</p> <p>Then I guess I need you to help me with understanding of the second part of your response, which says that the test generator had processes in place to ensure all correct due dates were entered on orders and they would never be X-coded anyway.</p> <p>Do you recall what time frame this initial appearance of these LNP-only orders would have shown up on the X-coded error report -- or</p>	<p>My recollection would appear to be as we state here that the LNP -- that some LNP orders did appear on an X-coded report; although, we were told that LNP orders could not be ex coded.</p> <p>When the X-coded order issue came up, we solidified the due date processes within our team when we were putting the orders in, and we actually had these big charts up on the wall that said if it's this type of order -- and, actually, based on the due date intervals, put this date in every day. And then we changed the date every day. So after that point</p>

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									X-coded report? But I shouldn't see occurrences after that or they should be minimal.	it never really became an issue. I think the X-coded order report showed afterwards that maybe one order would have slipped through, as before it was more orders, so we took action to ensure that orders would not become X-coded. I just pulled up an e-mail in the early July time frame, so I suspect if you looked at late June 2000 or July 2000, you might find that. After that, I think "minimal" is the correct word.
469	AT&T/XO	PseudoCLEC	Order	TG 5.8.2. 10.2	Please provide a detailed description of your understanding as to when a CLEC would order FDT or CHC. Describe all information that you relied upon in developing your understanding. Describe all conversations with Pacific Bell regarding their recommended applicability of FDT and CHC processes to various order types.	Frame Due Time is the time of day that Pacific actually disconnects TN from its facilities and ports the number over to the new carrier's facilities. The FDT is 10:00PST. If an earlier time is populated in the LSR, it will still be done at 10:00pm, but if later time requested, it will be done then. Documented in the LSOR and in CLEC handbook under LNP Processing. A coordinated hot cut is an option a CLEC can select for an LNP order if they wish to ensure cut over of their customer without loss of service. This option comes with an extra charge				
470	AT&T/XO	PseudoCLEC	Order	TG 5.8.2. 10.3	What is the basis for the statement that in the real CLEC order processing world "these order types would always be flagged as CHC due to a potential	This statement needs modifying after further review. If the CLEC needed to ensure that a customer did not loose service, they would request a CHC, however the TG				

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					for a customer to lose service?"	recognizes that this is not something that would always be requested.				
471	AT&T/XO	General	Support	TG 5.9	Please explain the how the overall summary for the IS Call Center indicates that the information conveyed was “very useful in isolating trouble issues” and key in resolving issues that required second level support” while at the same time the service from the IS Call Center was inconsistent, below average for certain systems and lacking knowledge of certain systems. See also 4.9.1 at 33.	The great majority of calls to Pacific’s ISSC provided knowledgeable and effective information to overcome the problems that the TG encountered. This is why an overall assessment for Pacific’s support is positive. We did however point out in the report certain areas, a small number of second level support calls, which were not quit as good. These areas are noted both in the TG Report and the TAM report with recommendations for improvements by Pacific.				
472	AT&T/XO	Functionality	Billing	TG 5.10. 1.2.2. 1	This section states that Pacific sent one file per week and a monthly CLEC summary for each CLEC. This appears to contradict the TAM report that states on page 117 (Section 4.1.4.5.11) that the usage feeds were sent daily as agreed upon by Pacific and the pseudo-CLEC. Please clarify.	The Data Exchange usage information was accumulated by Pacific on a daily basis and sent to the TG as a weekly file and a month end summary file.				
473	AT&T/XO	PseudoCLEC	Relationship	TG PB/TG Contact Log Item 120	9/7/99 15:33 Email from Raymond Hebert from Pacific to TG CLEC Manager This email references the agenda for an untitled meeting to be held 9/8/99. There are no other references to the subject of the meeting. Ed Kolto-Wininger was included as an addressee on the message. What was the subject of the meeting and what were the	The referenced E-mail was item 120 at 17:10 on 9/7. The subject was Planning for CLEC Establishment, Agreement, OSS Connectivity, and Testing. The results are documented in item 129 on 9/8 at 13:00 PDT.				

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474	AT&T/XO	PseudoCLEC	Relationship	TG PB/TG Contact Log Item 250	resolutions reached? 1)10/4/99 19:10 Email from Pacific Resource to a Pacific legal Resource This email references the introduction of a Service Manager for Discovery Communications. Why was this email addressed to counsel? 2)There are no other references in this contact log for a service manager for any of the other Pseudo CLECs. Is Discovery the only Pseudo CLEC with a Service Manager? If so, why? If there were further introductions, where are they documented?	1) The Pacific Resource referenced here was a member of the AM team, not a Legal resource. This was an error in the redaction process. 2) Each P-CLEC received escalation procedures from Pacific AM. Believe this was the only noted case where a Service Manager initiated contact				
475	AT&T/XO	PseudoCLEC	Relationship	TG PB/TG Contact Log Item 257	10/5/99 10:30 Email from Pacific Account Manager to TG CLEC Manager re: conference call with EDI SMEs Why was a Pacific Bell attorney included on this call?	The Pacific Resource referenced here was a member of the AM team, not a Legal resource. This was an error in the redaction process.				
476	AT&T/XO	PseudoCLEC	Relationship	TG PB/TG Contact Log Item (several items)	10/5/99 10:56 Email from TG CLEC Manager to Pacific Resource re: E911 reference and Training Material 10/5/99 19:54 Email from TG CLEC Manager to Pacific Account Manager re: EDI Interface Guide 10/6/99 11:57 Email from TG CLEC Manager to Pacific Account Manager re: 10/7 call regarding DataGate API and associated issues 10/6/99 13:41 Email from TG	The Pacific Resource referenced here was a member of the AM team, not a Legal resource. This was an error in the redaction process. Also to clarify, some of the item numbers referenced in this question are off by one. Items 260 and 278 were AL's. 261 and 279 were with this Pacific AM. Items 399 and 403 were ISCC contacts. Items 402 and 405 were with this Pacific AM.				

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					CLEC Manager to Pacific Account Manager re: EDI Discussion rescheduled 10/6/99 10:56 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: PBISSUE19991007 10/7/99 13:10 Phone call from Pacific Bell Legal Resource to TG CLEC Manag3er re: find out call in number for 10/7 call 10/7/99 13:51 Email from TG CLEC Manager to Pacific Account Manager re: Conference call concerning a Datagate load 10/7/99 14:00 Email from Pacific Account Manager to TG CLEC Manager re: Pacific Joint Test Plan 10/11/99 10:26 Email from TG CLEC Manager to Pacific Account Manager re: DataGate Install 10/11/99 15:36 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: Forwarding notes from Datagate calls to ensure facts have been adequately represented before sharing with TAM team 10/11/99 15:51 Email from TG CLEC Manager to Pacific Account manager and Pacific Legal Resource re: forwards email from TG Resource which includes updates of PBISSUE19991011 10/12/99 10:56 Email from TG CLEC Manager to various TAM					

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					Managers re: revised ID code for conference all tomorrow 10/12/99 13:05 Email from TG CLEC Manager to various TAM Managers re: DataGate discussion with Pacific last Thursday and Friday 10/20/99 13:00 Email from Pacific Account Manager to TG CLEC Manager re: DataGate Install, Toolbar/Verigate test, Frame Relay install date 10/25, TGIP address, Joint test Plan 10/20/99 15:00 Email from TG CLEC Manager to Pacific Account Manager re: Pacific Napa Joint Test Plan 10/21/99 8:30 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: DataGate Install Update 10/21/99 8:57 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re; Verigate Update Vantive Ticket 2216444 10/21/99 10:37 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: Powerbuilder Upgrade 10/21/99 15:36 Email from TG Resource to Pacific Account manager and Pacific Legal Resource re: Napa Test Scenarios 10/21/99 16:30 Email from unknown initiator to Pacific Account Manager and Pacific Legal Resource re: subject					

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					unknown 10/22/99 10:56 Email from TG CLEC Manager to Pacific Account Manager re: Joint Test Plan 10/22/99 10:56 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: PBISSUES19991022 10/22/99 9:15 Email from TG Resource to TG CLEC Resource and Pacific Account Manager and Pacific Legal Resource re: Joint Test Plan 10/22/99 10:56 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: availability for conference call re: SPID/E911/UNE line w/ port 10/22/99 12:08 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: Verigate and DataGate updates 10/25/99 8:47 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: Brief Visit this Week 10/25/99 10:21 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: EDI Test Production Issue 10/25/99 11:09 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: Test Case Scenario Update					

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Ref #	Company	Topic	Subject Area	Rpt. Ref	CLEC Question	Question Response	Supp ID	Company	Supp Question	Supp Question Response
					10/25/99 11:45 Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: Brief Visit this Week 10/25/99 12:00 Email from TG CLEC Manager to Pacific Account Manager re: Joint test Plan Scenario Review 10/25/99 13:00 Email from Pacific Account Manager to various TG Resources re: Pacific/TAM/TG Meeting re: SPID/E911/Une line w/ port issues 10/25/99 16:53 Email from Pacific Legal Resource to various TG resources re: CLEC request DSCjh1019 10/25/99 18:58 Email from TG resource to Pacific Account Manager re: Napa Telecom Test case Scenario Update 10/26/99 11:09 Email from TG CLEC Manager to various TG resources re: Napa telecom Test case Scenario Update Email from TG CLEC Manager to Pacific Account Manager and Pacific Legal Resource re: two to attend EDI Workshop 11/3 in SF Why is a Pacific Bell attorney (Pacific Legal resource?) included on these messages and conference calls? What role did he play?					
477	AT&T/XO	PseudoCLEC	Relationship	TG PB/TG	5/11/00 14:15 Email from unknown initiator to Pacific Account Manager and various TG	The contact where this conversation occurred was item 2682, an in-person lunch between				

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				Cont act Log Item 2681	resources re: Blindness of the test This email suggests that the Pacific Account Manager discussed the blindness strategy in the final report, including who in Pacific was aware of the Pseudo CLECs role, why they were brought into the loop and how they learned of the Pseudo CLECs role. There is no further mention of this topic. What happened to this issue? Was such a section of the report prepared? If so, can we see a copy?	the P-CLEC Manager and the Pacific AM on 5/11. There was no further discussion of this topic. The Pacific AM did not contribute to the TG Final Report.				
478	AT&T/XO	PseudoCLEC	Relationship	TG PB/TG Cont act Log Item 2784	5/22/00 15:53 Email from Pacific account Manager to TG Resource re: refresher on basis for our ICAs This email references that the basis for the Pseudo CLECs ICAs was the contract for ACN. Why was ACN chosen?	While the TG will defer to Pacific, it is our recollection that the PB AM stated that CLEC ACN's ICA language was often used as a starting point for CLEC ICA negotiation since it was quite comprehensive and reasonably generic.				
479	AT&T/XO	PseudoCLEC	Relationship	TG PB/TG Cont act Log Item 3972	Item 3972 9/22/00 14:00 Voicemail from TG Resource to Pacific Account Manager re: Report Input This message references the TG resources asking the Pacific Account Manager if she would like to forward her view of the test, what worked and what didn't for consideration of inclusion in the final report. Did the Pacific Account Manager provide this documentation and if so, is it included in the final report? If so, please specify where it can be found. If she provided input and it	While the TG did indeed extend this offer, Pacific Bell provided no such documentation. If so, please specify where it can be found.				

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					is not included in the final report, could we be provided with a copy of her input?					
480	AT&T/XO	General	TG Email	TG E-Mail	The AM raised questions about E911 testing and UNE-loop orders. Please describe how the AM questions were answered and produce and written documentation that may exist related to this issue.	The Pacific AM responded to TG query regarding what authorization is actually required before any test lines are installed at test participants homes. The AM stated Pacific's interface to the TAM could better answer this. While the TG has no further documentation on this issue, the TAM may have some				
481	AT&T/XO	General	TG Email	TG E-mail	Did Pacific Bell ever cancel for insufficient enrollment a scheduled training class in which a TG/TAM resource was scheduled to attend?	No				
482	AT&T/XO	General	TG Email	TG E-mail	Were TAM/TG resources ever denied a seat in a Pacific Bell CLEC class due to no space available?	No, although do not recall that any attended class was near capacity.				
483	PB	Recommendations	Recommendations	Recommendation 1	The CABS bills do not provide a detail listing of the daily usage. This creates an inability to validate a portion of the bill. Since the CABS bill only provides a summarized roll up of the daily usage total, the CLEC must compare it with the usage recorded over their own switches. If there is a discrepancy, the CLEC must raise this issue with the ILEC. The review process for a discrepancy can be quite lengthy (anywhere from one month to six or more months). Providing the detail information would save both the ILEC and CLEC the time that is currently	A) Yes B) No, the daily usage tape is the raw data that is captured and entered into the Pacific system to create the usage total. It is within the bill generation processing that edits are performed to ensure that the data captured is correctly identified by CLEC. If an invalid record is on the file it is captured for billing to the correct CLEC. This creates the potential of not getting fully billed for daily usage until a later bill. If the CLEC is billed erroneously, they must submit a request for correction. The mitigation program can take	15	PB	It's recognized that this is an industry standard that's met in our CABS bill. Following on that, is there any reason that this issue couldn't best be handled in the national forum such as OBF as it is, in fact, a national issue, not just a California issue?	Previously we've stated that the Commission will be able to determine if a recommendation is either implemented or addressed satisfactorily and, in our opinion, if Pacific goes to the Commission and says that their recommendation for satisfaction of this recommendation is to take it up in a national forum -- if that is satisfactory to the Commission, that that will be their choice to do so.

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					spent in detailed research and billing negotiation. A. Isn't it true that the PB CABS bill meets industry standards? B. Isn't it true that the daily usage detail is adequate to reconcile the bill?	months to solve and if it is not captured on a bill until the next billing cycle then that only delays the correction for an additional 30 days.				
484	PB	Recommendations	Recommendations	Recommendation 7	In DataGate documentation, include a more complete description of Application Programming Interfaces (APIs) A. What version did the TAM reference during the OSS test? B. The recommendation refers to multiple interfaces (APIs). Is the TAM referring to the documentation of the DataGate "MsgAPI" which is the set of core middleware calls (send, receive, connect, disconnect, etc.) or is the reference to the documentation of the input and output structures used by those calls (telephone number, address, etc.)?	The TAM did not reference the datagate documentation during the test effort. This recommendation came from the TG.) A) The DataGate version we were using was Version 8. Documentation was available approximately the October 1999 time frame. We downloaded from the SBC site specifically the DataGate Developer's Guide. That's the documentation we're referring to. B) The typical API transaction consists of a series of header data items and large data objects from the response data, and then these large objects would contain other objects within them, and it would go down in a tree structure until you get to the primitive data item, and that would have the information such as a variable length string or a fixed length text. The suggestion is that documentation should be further defined so it would go down to the primitive-data-item level.				

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485	PB	Recommendations	Recommendations	Recommendation 23	<p>Accessibility of documentation on the Pacific web site if a problem is the CLEC does not have Word95 loaded on their machines. Word 97 will not access the documentation on the Pacific web site. This causes a problem that needs to be addressed by Pacific to determine if there is a way their web site software can be compatible to a later version of Word than Word95.</p> <p>The CLEC handbook documentation can be accessed using Word 97. Did the TAM inadvertently reverse “Word 95” with “Word 97” in their recommendation?</p>	<p>We encountered this problem during the test period with both the CLEC Handbook and the Accessible Letters. The problem was that we could not access an Accessible Letter off the web site if we had Word97. We could access through Word95. This is due to a problem with backward compatibility of Word. We encountered the same problem with the Handbook. We talked to Microsoft about this and were told that the way to correct the problem was to purchase a copy of Word95 and maintain that on one of our computers.</p> <p>However, this problem now seems to be fixed as we are able to access the ALs and the Handbook through the web site using Word97.</p> <p>Whether this problem will crop up again using later versions of Word is something that should be checked.</p>				
486	PB	Recommendations	Recommendations	Recommendation 24	<p>In depth training is needed in the format of the CABS bills. The current training provides an overview of the bill but does not provide the detail of where the information on the bill comes from and how it is organized on the bill.</p> <p>What additional information is the TAM recommending be added to the current training.</p>	<p>We were expecting the training to provide information on how to validate the data on the bill – where to get the USOC table rates (the cross-reference table we had to create), what the formulas used within the sections are, how they were determined, the products, an explanation of the inputs used in the bill process and the validation criteria.</p>				
487	PB	Capacity	Volume Stress	4.2.1.	Did the TAM insert the same	Yes, during the TAM's word				

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				6.1	<p>“Pacific's Response” as the TAM used in Section 5 titled, “Flexible Due Date Unforced Errors in DataGate”? The response that Pacific provided to the TAM for Section 2 is</p> <p>“The PRAF support staff does actively monitor both modem usage levels and modem failures. A daily report is generated that identifies any modem that falls below an 80% success rate on connect. Due to the fact that connect failures are not necessarily indicative of a modem problem on our remote servers, this success rate enables the staff to quickly identify problem modems and respond with corrective action. This includes but is not limited to busying out the modem, resetting the modem, reflashing the modem with the correct firmware, and replacing the 6-port modem module. There were no changes made to the dial-up access servers between 9/19 and 10/3”.</p>	<p>processing, Pacific's response for “Flexible Due Date Unforced Errors in DataGate” was erroneously duplicated. The Final report will be amended to include Pacific's appropriate response above.</p>				
488	WCOM **L	Recommendations	Recommendations	General	<p>Please explain the relationship between the overall recommendations that appear at Section 3.10 and the recommendations contained in Section 4.3.5 and Section 4.4.5.</p>	<p>SECTION 4.3.5 RECOMMENDATIONS ARE RECORDED AS CATEGORY 2 RECOMMENDATIONS (THE 31ST AND 32ND RECOMMENDATIONS), AND CATEGORY 1 RECOMMENDATION (THE 10TH). (1/22/01)</p> <p>SECTION 4.4.5</p>				

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						RECOMMENDATIONS ARE RECORDED AS A CATEGORY 2 RECOMMENDATION (THE 31ST RECOMMENDATION) AND A CATEGORY 3 RECOMMENDATION (THE 43RD OR LAST RECOMMENDATION) (1/22/01)				
489	WCOM **H	Functionality	POP	3.1.1	1)Please explain the TAM's objective in making its two visits to the LSC. 2)Were LSC personnel prepared in advance of the TAM visit? 3)Did the TAM review Pacific's documentation for LSC procedures? If so, which procedures? 4)Did the TAM verify whether the LSC personnel were following the documentation? If so, which procedures were verified and how was the verification done? 5)Did the TAM produce any notes of its LSC visits? If so, how can CLECs obtain copies of those notes? 6)Please compare the two visits to the LSC in terms of objective and observations. 7)Please provide answers to the above but with respect to the TAM's visit(s) to the LOC.	LSC VISITS: 1) THE OBJECTIVES OF THE FIRST AND SECOND VISIT WAS TO SATISFY SECTION 6.5.6.2 OF THE MTP. 2) NOT TO THE TAM'S KNOWLEDGE. 3,4) NO, THE TAM DID NOT REVIEW THE LSC'S DOCUMENTATION OF METHODS AND PROCEDURES. 5) ALL NOTES OF THE VISITS ARE IN THE DOCUMENTATION IN APPENDIX L. 6) THE DOCUMENTATION IN APPENDIX L DISCUSSES EACH VISIT'S OBJECTIVES AND OBSERVATIONS. 7) ANSWERS 1-6 APPLY TO THE LOC VISITS ALSO. SECTION 4.1.1.3 ALSO CONTAINS OBSERVATIONS FROM THE VISITS.(1/25/01)	119	AT&T	Was the visit to the LSC arranged with the Pacific Bell account manager or directly with the LSC personnel?	The visits were arranged with Pacific Bell personnel, the OSS Test Team.
							120	AT&T	How much advance notice did the LSC have of the visit?	Around two weeks to three weeks.

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							277	WCOM	" I believe that Ms. Pritts led the team to the LSC and the LOC -- could you generically answer that question here?	I did not lead the team to the LSC and the LOC.
490	WCOM **M	Functionality	POP	3.1.1	1)Please explain the comment that Pacific is set up to support facilities-based CLECs as opposed to non-facilities-based CLECs. What changes would be needed for Pacific to support non-facilities-based CLECs? 2)What changes would be needed for Pacific to support CLECs that order UNE-P service?	1) EVEN THOUGH PACIFIC SUPPORTS BOTH FACILITY-BASED AND NON-FACILITY BASED CLECS, IT WAS OBSERVED THAT THERE WERE A SUBSTANTIALLY LARGER NUMBER OF FACILITY BASED ORDERS BEING PROCESSED BY THE LSC. 2) THE MASTER TEST PLAN DOES NOT REQUIRE THE TAM TO EVALUATE HOW PACIFIC WOULD HAVE TO CHANGE PROCESSES TO SUPPORT THE DIFFERENT TRANSMISSION MEDIUMS THAT ARE AVAILABLE TO CLECS (1/25/01)				
491	WCOM **H	Capacity	Volume Stress	3.2	Please provide the basis for CG's opinion that Pacific's OSS systems have adequate capacity for the next 10 months. Please state the assumed capacity levels, broken out by OSS function (e.g. pre-order, provisioning, etc.) name/type of interface, and within each function, whether automated vs. manual *e.g., electronically received, manually handled). Does CG assume that Pacific's OSS service would meet the performance standards adopted by the CPUC at those capacity levels?	THE TAM'S OPINION WAS BASED ON ANALYSIS OF PACIFIC'S HISTORICAL PRODUCTION DATA AND THE TREND OF HOURLY PRODUCTION VOLUMES PER MONTH. AT A FORECAST OF 1000 ORDERS PER HOUR, 10 MONTHS OF HOURLY PRODUCTION CAPACITY WERE PROJECTED. THIS WAS AN ASSESSMENT OF THE OVERALL THROUGHPUT OF THE SYSTEMS TESTED TO ACHIEVE AN AOG ELIGIBLE				

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						FOC. PACIFIC WOULD MEET THE PERFORMANCE STANDARDS AT 1,000 ORDERS PER HOUR. (2/1/01)				
492	WCOM **H	Capacity	Scalability	3.2.2	Please identify all aspects of the test effort that could have contributed to the result that performance on behalf of the pseudo CLEC was superior to that provided to commercial CLECs.	THE TAM BELIEVES THIS WAS ADEQUATELY DISCUSSED AT THE WORKSHOP ON 1/30/01 AND CAN FIND NO REFERENCE TO SUCH A COMPARISON IN SECTION 3.2.2 OF THE FINAL REPORT. (2/1/01)				
493	WCOM	General	Training	3.6.3.1	Please document the requirement that CLECs must purchase file layouts for interface software.	The CLEC is NOT REQUIRED to purchase the documentation. However, if they want or need a copy of the file layouts, this information is available only in documentation created by an independent company and it is not the policy of this ILEC to provide this. This is addressed as a category 2 recommendation on pg. 9 and in section 4.6.4.2.1 on pg. 198. The TAM recommends that the ILEC provide one copy to the CLEC.				
494	WCOM **M	General	Issues	3.8	If Pacific amended its software or documentation to resolve a problem encountered during the test effort, please identify the Accessible Letter that announced the change.	THE TG IS NOT AWARE OF SOFTWARE OR DOCUMENTATION CHANGES MADE BY PACIFIC AS A RESULT OF THE TESTING EFFORT THAT WOULD REQUIRE CLEC NOTIFICATION VIA ACCESSIBLE LETTER. 2/12/01				
495	WCOM **H	Functionality	POP	4.1.1.2.7	How did Pacific correct the blindness problem referenced in "C"?	PACIFIC GENERATED RECORD ORDERS AND CHANGED THE NAMES. (1/25/01)				

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496	WCOM **H	Functionality	POP	4.1.1.7	Did the TAM ascertain why the CSRs failed to include the city, state, or zip code? Was this noted as an issue in the test? Was it resolved so that the TG could obtain this information on a CSR and then continue on with testing?	NO, THE TAM DID NOT ASCERTAIN WHY THE CSR FOR THE EMBEDDED ACCOUNTS FAILED TO INCLUDE THE CITY, STATE OR ZIP CODE. THE TAM NOTED THE OBSERVATION. IT WAS NOT RESOLVED FOR THE TG TO RECEIVE THE INFORMATION ON THE CSR. (1/22/01)	121	AT&T	The response is that the TAM did not ascertain why the CSR didn't include city, state or ZIP code. My question is: Why did you not attempt to determine why that information was not included?	We were basically observing how we get the information. We annotated that that particular information was not included in the customer-service record.
497	WCOM **M	Functionality	M&R	4.1.2	E. Recent Service Order Indicator..... Was this test run for LWPW? What were the results?	LPWP LINES WERE INCLUDED IN THE TESTING. THE RESULTS OF POST SOC TESTING WERE NOT CALCULATED BY PRODUCT TYPE. (1/25/01)				
498	WCOM **L	Functionality	M&R	4.1.2.5.1	Since the PBSM interface is scheduled for retirement in less than a year, why wasn't its replacement interface tested? What was the root cause of problems, such as missing features, detected when making long-distance calls on the test accounts?	TESTING OF ANY PLANNED REPLACEMENT SYSTEMS WAS NOT INCLUDED IN THE SCOPE OF THE MTP. NO ROOT CAUSE ANALYSIS WAS PERFORMED AS PART OF THE TESTING. (1/25/01)				
499	WCOM **H	Functionality	M&R	4.1.2.7	C. Why was it necessary to process 24 tickets manually?	THE PBSM USER GUIDE DOES NOT EXPLAIN WHY TICKETS FALL OUT OF THE PBSM SYSTEM TO BE WORKED MANUALLY. (1/23/01)	122	AT&T	Did the TAM attempt to find out why the tickets fell out and had to be worked manually?	This was observation as the test generator was Performing their work to report troubles to PBSM. And this is an observation based on what happened on that date as to the process they went through.
							123	AT&T	The TAM didn't follow up and attempt to ascertain what caused the problem, which resulted in its observation?	The test generator included the reason why as their responsibility, doing their job as a pseudo CLEC.
							124	AT&T **	Is the test generator able to	TG WAS REQUESTED BY TAM

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									answer why it was necessary to process the 24 tickets manually?	TO ENTER MANUAL TICKETS IN ORDER TO TEST THE MANUAL PROCESS. NOT ALL CLECS USED PBSM TO ENTER TICKETS. (2/12/01)
							125	XO	Whose responsibility would it be to make the determination that you should follow up and find out why those tickets dropped out manually? Would that be the test administrator or the test generator?	The effort was to be able to enter the trouble ticket so that it would be accepted by the system, and record if it didn't to have the appropriate details to have Pacific's system accept that particular set. Beyond that, once it was accepted, once it was submitted, we did not go and determine why it fell out. The root cause that the TAM conducted was on the entry side, looking at the entry details if the LSR or the trouble ticket could not be accepted. We did not root-cause why it might have gone to manual processing after the Pacific system accepted it
500	WCOM **H	Functionality	M&R	4.1.2. 8	What were the results of the 37 test cases opened electronically upon order completion? Were LPWP order types included in this mix?	OF THE 37 TEST CASES: 16 OF THE TEST CASES WERE NOT TESTED WITH A FREQUENCY THAT WOULD ALLOW FOR AN ACCURATE MEASUREMENT OF THE AMOUNT OF TIME THAT PASSED BEFORE THE SUCCESSFUL GENERATION OF A TROUBLE TICKET. OF THE REMAINING 21 TEST CASES, IT WAS FOUND THAT AN AVERAGE OF 32.027 HOURS PASSED BETWEEN THE TIME THAT AN ORDER SOCS AND THE TIME THAT A TROUBLE TICKET COULD BE				

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						GENERATED AGAINST THE LINE. LPWP WERE INCLUDED IN THESE TESTS (1/25/01)				
501	WCOM **H	Functionality	EndUser	4.1.3.7	What caused the errors and missing features during the functionality test? What has Pacific done to correct the problem?	NO ROOT CAUSE ANALYSIS WAS PERFORMED AS PART OF EUT (11/25/01)				
502	WCOM **H	Functionality	EndUser	4.1.3.8	Does the report include a summary table showing all of the provisioning errors, trouble tickets generated by the TG or TA, the root cause, and the proposed remediation? Would this be a useful tool for monitoring the "military style testing" required by the MTP?	END USER ERRORS ENCOUNTERED DURING EUT WERE INCORPORATED IN UNPLANNED TROUBLES DOCUMENTED IN THE M&R SECTION, 4.1.2, OF THE FINAL REPORT, NO ROOT CAUSE WAS PERFORMED ON PROVISIONING ERRORS. THIS WOULD NOT SUPPORT THE MTP'S DEFINITION OF MILITARY STYLE TESTING BECAUSE IT DID NOT INCLUDE PROVISIONING ERRORS. (2/1/01)				
503	WCOM **M	Capacity	Volume Stress	4.2.1. 4.1.2	Please explain the choice of number of daily orders that were submitted as part of the capacity test. Did the TAM or TG consider the actual volumes of local orders submitted by carriers in other states? Do supplements to orders flow through? What document could a CLEC refer to for a listing of processes that flow through?	THE TAM CHOSE TO EXCEED THE BANY 271 TEST OF 150% BY PROCESSING 178% OVER PACIFIC'S PRODUCTION. SUPPLEMENTS WERE NOT INCLUDED IN THE CAPACITY TEST BECAUSE THEY WERE NOT FLOW THROUGH PER MTP SECTION 6.4.2. ATTACHMENT B (PACIFIC/NEVADA BELL FLOW THROUGH PLAN – LEX/EDI) OF THE MTP DATED 10/15/99.				

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					Did the TAM validate that all process described as "flow through" actually do flow through?	FLOW THROUGH ORDERS WERE IDENTIFIED ON PACIFIC'S RAW DATA FILES FROM LASR. (2/1/01)				
504	WCOM **H	Capacity	Volume Stress	Table 4.2.1-2	Please explain why some transactions failed. Did the TG open trouble tickets for these transactions? Was the root cause of each failure identified?	THE FAILED TRANSACTIONS DOCUMENTED IN TABLE 4.2.1-2 WERE INTENTIONAL FORCED ERRORS THAT WERE CREATED AS PART OF THE TEST MIX OF PRE-ORDER TRANSACTIONS USED AS INPUT FOR THE PRE-ORDER TEST. BECAUSE THIS WAS A CAPACITY TEST AND THE ROLE WAS NOT TO TEST FUNCTIONALITY, THE TG DID NOT OPEN TROUBLE TICKETS DURING THE TEST. (2/1/01)				
505	WCOM **H	Capacity	Volume Stress	Table 4.2.1-4	Regarding the 30% failure rate for address validations, was a root cause determined? Why isn't this listed as a category I problem that must be fixed prior to 271 certification?	THE 30% WERE EXPECTED FORCED ERRORS THAT WERE PART OF THE TEST MIX FOR ADDRESS VALIDATION. THESE WERE INTENTIONAL ERRORS. THE 252 ADDRESS VALIDATION FORCED ERRORS REPRESENTED 30% OF THE 839 TOTAL NUMBER OF FORCED ERRORS FOR THE TEST. (2/1/01)				
506	WCOM **L	Capacity	Volume Stress	4.2.1.4.3	Do current actual orders for UNE-P support the decision to test the use of LEX over EDI?	CAPACITY TEST ORDER MIX WAS DETERMINED BY THE MTP SECTION 6.4.4 (2/9/01)				
507	WCOM	Development	Documentation	TG 4.2.3	What was the typical turn-around time for the PB AM to provide a list of relevant Accessible Letters? Did the TG see an	The PB AM would typically respond to queries for relevant AL's by the next business day. Toward the end of the test, after				

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					improvement in the Accessible Letter search functionality as part of the overall website's ease-of-use improvement noted in Sec 4.2.1?	the TG had little further need for AL searching, we learned that the re-vamped web site had an improved AL global search capability, although it does not appear that searching can yet be limited to a specific date range.				
508	WCOM **H	Processes	Change Mgmt	4.5.2	Why didn't the scope of the CM evaluation include all software releases that actually occurred during the pendency of the test? Please see the description of the March release of software under 4.5.5.2, page 196.	THE ORIGINAL LENGTH OF TEST DID NOT COVER A RELEASE, AND CPUC MADE DECISION THAT NO OTHER RELEASES WOULD BE ANALYZED. (2/1/01)				
509	WCOM **H	Processes	Change Mgmt	4.5.5.2	<p>Please explain the statement, "The March release of software did not work as advertised in the requirements definition Accessible Letter".</p> <p>What is the effect on CLECs of the fact that "the system was not coded to the design specs."</p> <p>Did the TG document the impact of the March release upon the pseudo CLECs? Did the pseudo-CLECs escalate any of their concerns to their Pacific Bell account reps? Were the pseudo-CLECs concerns handled by Pacific in a "blind" fashion so that Pacific's implementation of the CMP in response to a commercial CLEC was documented?</p>	<p>THIS STATEMENT WAS MADE BY A CLEC AT A CM MEETING. THIS ISSUE WAS RAISED AS A CONCERN, BUT NO EVALUATION WAS DONE OF ANY RELEASE OTHER THAN OCT 99.</p> <p>NO EVALUATION WAS DONE.</p> <p>THERE WAS NO ACTION REQUIRED BY THE PSEDUO CLEC FOR THE MARCH RELEASE. (2/1/01)</p>				
510	WCOM **H	Processes	Change Mgmt	4.5.6	Please explain how the statement "The process is very solid and works well as defined for Pacific" is consistent with the fact that the March release did not work as	THE TAM EVALUATED THE PACIFIC CM PROCESS USED FOR THE OCTOBER 99 RELEASE. SUBSEQUENTLY, CM WAS EXPANDED TO AN 8-				

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					advertised."	STATE PROCESS UNDER WHICH THE MARCH RELEASE WAS DONE. (2/1/01)				
511	WCOM **L	General	training	4.6.2	<p>Please indicate the total number of CLEC participants and the total number of Pacific participants in the training attended by the Bill validation team.</p> <p>Please indicate the total number of CLEC participants and the total number of Pacific participants in the training attended by the Capacity Test team. What training did the Capacity Test team attend?</p>	<p>BILL VALIDATION TRAINING: 4 STUDENTS (CLEC) 1 TEACHER (PACIFIC)</p> <p>CAPACITY TRAINING: 1 STUDENT (CLEC) 2 TEACHERS (PACIFIC)</p> <p>TOOLBAR CLASS (2/1/01)</p>				
512	WCOM	General	training	TG training	Please indicate the training workshops attended by the Test Generator by subject, date, and location, and indicate for each workshop the number of Test Generator participants, other CLEC participants and Pacific participants in attendance. For each Pacific participant, please list job title and indicate whether or not that individual presented instructional material.	Please see TG Final Report section 6.0 Appendix TG Training List for the available information, including subject, date, and number of TG participants. While the TG did not record the names, affiliation, and titles of the other attendees, we do know that in three of the classes, there were no other CLECs represented. Pacific may be able to provide additional requested data.				
513	WCOM **M	General	training	4.6.5	<p>A)Is it more correct to state that the billing course content must be augmented to provide the instruction represented in the course description?</p> <p>B)Does the TAM recommend that the content include training in cross-referencing the electronic file and paper bill, cross-referencing the tariff tables, ICA tables, and USOC codes, the</p>	<p>A) THIS IS AN EQUAL STATEMENT TO WHAT IS DOCUMENTED IN THE REPORT.</p> <p>B) THE EXTENT OF A COURSE ENHANCEMENT SHOULD BE DETERMINED IN A CLEC FORUM WITH PACIFIC.(2/1/01)</p>				

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					identification of service categories in the usage files, understanding CABS files, and other practical areas of CLEC concern?					
514	WCOM**M	Functionality	Billing	4.1.4.1	Why was validation limited to CABS billing?	THE PSEUDO-CLEC WAS SET UP AS A CABS CUSTOMER ONLY. (2/1/01)				
515	WCOM**H	Functionality	Billing	4.1.4.2	How does the TAM define "rate center specific pricing? Does the scope of bill validation testing include a determination of whether or not usage charges were appropriately reflected on the invoice for the time periods in which the usage was incurred?	A) THE 'RATE CENTER SPECIFIC PRICING' MEANS THE 'CORRECT RATE' WAS APPLIED TO CHARGES. B) USAGE COULD NOT BE VALIDATED AS NOTED IN SECTION 4.1.4.5.1. THE BILL DID NOT PROVIDE DETAILED USAGE AND THE USAGE FILE WAS RAW DATA. (2/1/01)				
516	WCOM**H	Functionality	Billing	4.1.4.4.1	How was blindness ensured? Were the bill dates designed to fall in billing cycles in which there are relatively large volumes? Was billing performed in accordance with the pseudo-CLEC ICA? What portions of the ICA? Please describe "Pacific's billing inquiry process". Where is the process documented?	A) BLINDNESS WAS NOT ENSURED AS NOTED IN SECTION 4.1.4.6, HOWEVER TAM INTERFACE WAS LIMITED TO PB OSS TEST TEAM. B) NO C) YES D) THE PRICING SECTIONS E) THE TAM PROVIDED THE PACIFIC SME QUESTIONS DURING THE BILL VALIDATION. THE SME RESEARCHED THEM AND PROVIDED A RESOLUTION (I.E. IT WAS CORRECT OR THE ERROR AND ITS RESOLUTION) TO THE TEAM. THIS WAS NOT A FORMAL DOCUMENTED PROCEDURE. (2/1/01)				
517	WCOM**H	Functionality	Billing	4.1.4.4.2.1	Did the TAM validate 100% of the information reflected on the test invoices?	NO. THE TAM COULD NOT VALIDATE THE USAGE SECTION. (2/1/01)				

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518	WCOM **M	Functionality	Billing	4.1.4. 4.2.1	Entrance Criteria The TAM utilized a SOC report but did not utilize a copy of the LSR. How can the TAM be sure that the billing reflects what the TG ordered?	A) THE SOC REPORT WAS CREATED FROM LSRS AND TG ORDER FOLDERS (SCREEN PRINTS, RETURNED FOC/SOC DATES). DISCREPANCIES WERE VERIFIED AGAINST TG ORDER FOLDERS FOR ACTUAL INFORMATION SENT. (2/1/01)				
519	WCOM **H	Functionality	Billing	4.1.4. 5.1	A)Did the DUF contain calls only from that specific day or was previous days' calls contained on the DUF? B)Does the TAM believe that it is not possible in the commercial context, for CLECs to validate the usage charges on the bill? C)Did the TAM compare the billing detail it received with the billing detail received by a CLEC? D)Did the TAM compare the DUF against billing detail to verify usage? E)What criteria did the TAM use to conclude that the "rounding" of charges (I.e., rate x calls/minutes) was appropriate and correct? F)At what level was the billing assessed, TN level, end office level, or ASG level? Please explain the use of the term "ASG". G)What is the ratio of usage dollars in comparison to the dollars assessed for recurring line charges on the test invoices?	A) THE DUF RECEIVED WAS A COMBINATION OF A WEEK OF DAILY USAGE. B) THE TAM DID NOT AUDIT CLEC'S COMMERCIAL PROCESSES C) NO D) NO E) THE TAM PERFORMED THE CALCULATION BASED ON THE QUANTITY AND RATE IN THE BILL. IF THE CALCULATION MATCHED, THE ANSWER WAS CORRECT, IF NOT IT WAS INCORRECT. F) THE DETAIL OF USAGE CHARGES WERE CATEGORIZED BY END OFFICE AND THEN LISTED ALPHABETICALLY BY ASG. ASG EQUATES TO THE CLLI CODE, WHICH IS THE CENTRAL OFFICE THAT THE CUSTOMER BELONGS TO. G)THE RATION WAS .5% (2/1/01)				
520	WCOM **H	Functionality	Billing	4.1.4. 5.2	A)Did the TAM verify that the amounts billed in paper format were the same as the dollars on the electronic bill?	A) YES B) NO				

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					B)Did the TAM review Pacific's process for ensuring that all affected tapes for the affected bill cycles ere included when adjusting the rates? C)Why did Pacific miss the February 26th bill cycle, as noted?	C) THE FEB. 26 FILE WAS NOT PULLED. THIS WAS TAKEN CARE OF AND THE ADJUSTMENTS MADE IN THE JULY BILL. (2/1/01)				
521	WCOM **H	Functionality	Billing	4.1.4. 5.3	Please explain how an order was listed on SOC but not on the bill. Did the TAM determine why Pacific did not notify the CLEC that its order had been cancelled? Please explain how "holding" an order for 14 days while PB implemented a CPUC rate change order is consistent with the JPSA, MTP, or any Pacific Bell business rule. Did the TAM determine why Pacific did not notify the CLEC that an update of its records was needed? Please explain whether the Pacific is required to notify the industry (CLECs in particular) or undertake any other action due to its need to "hold" an order for 14 days while implementing a CPUC rate change order. Please explain how a duplicate order was processed and what steps have been taken to prevent	A) THE ORDER WAS CANCELLED BUT THE SOC REPORT WAS NOT UPDATED. B) SERVICE REP WHO CANCELLED ORDER DID NOT KNOW TO NOTIFY CLEC. C) PACIFIC WOULD NEED TO RESPOND TO ANY QUESTION ON INTERNAL PB PROCESSES. D) NO E) PACIFIC WOULD NEED TO RESPOND TO ANY QUESTION ON INTERNAL PB PROCESSES. F) PACIFIC WOULD NEED TO RESPOND TO ANY QUESTION ON INTERNAL PB PROCESSES. (2/1/01)				

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522	WCOM **H	Functionality	Billing	4.1.4. 5.4	<p>the recurrence of this error.</p> <p>Please explain how Pacific posted a transaction to the "wrong" CLEC, how this error was corrected, and what steps have been taken to prevent the recurrence of such an error. (par.G, Detail of Disputed Amounts Section.)</p> <p>Did the test verify the timeliness of billing for individual nonrecurring transactions? If so, please explain the methodology used.</p> <p>Did the test verify the timeliness of billing for usage? If so, please explain the methodology used.</p> <p>Dependent upon the service ordered, the circuit may be displayed on the invoice with the ILEC Circuit ID and the Customer Circuit ID. Did the test verify that both IDs were correctly populated?</p> <p>Did the TAM validate the application of rates to the call type?</p>	<p>A) PACIFIC WOULD NEED TO RESPOND TO ANY QUESTION ON INTERNAL PB PROCESSES.</p> <p>B) YES, THE TAM VERIFIED THAT WHEN A CHARGE WAS MADE IT APPEARED ON THE APPROPRIATE BILL.</p> <p>C) NO.</p> <p>D) NO</p> <p>E) NO, THE NUMBER OF MINUTES WERE VALIDATED ON USAGE. (2/1/01)</p>				
523	WCOM **H	Functionality	Billing	4.1.4. 5.6.2	<p>How did the TAM verify that additional labor was performed, and that therefore, the charges for additional labor were appropriate?</p>	<p>THE TAM DID NOT VALIDATE ADDITIONAL LABOR IN THE FIELD, BUT DID VALIDATE THE LABOR CHARGE ON THE BILL WITH PACIFIC. (2/1/01)</p>				
524	WCOM **M	Functionality	Billing	4.1.4. 5.11	<p>Did the test examine the timeliness of charges appearing on the invoice? It appears that</p>	<p>THE TAM VALIDATED THE TIMELINESS OF BOTH CHARGES AND DELIVERY.</p>				

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					the test examined the timeliness of only the bills being delivered to the TG.	THE SOC REPORT WAS USED TO VALIDATE THAT THE CHARGES WERE IN THE CORRECT TIME PERIOD. (2/1/01)				
525	WCOM **L	Functionality	Billing	4.1.4-6	<p>D. What is the basis for the TAM's inclusion of Pacific's statement that "the CLECs generally do not scrutinize their bills the same way the TAM Bill Validation Team did?"</p> <p>E. What other aids did the TAM use to attempt to correlate the billing USOCs and English translations?</p> <p>H. Please explain the recommendation in greater detail.</p>	<p>D. THE TAM THOUGHT IT WAS IMPORTANT TO NOTE THAT PACIFIC FELT THIS WAS A MORE DETAILED INQUIRY THAN THOSE EXPERIENCED WITH THE CLECS.</p> <p>E. THE TAM USED THE CROSS-REFERENCE TABLE THEY CREATED.</p> <p>H. LISTING BILLS IDENTIFY THE NUMBER OF LISTINGS FOR BUSINESS AND RESIDENTIAL. IT DOES NOT IDENTIFY A TN FOR WHICH THE LISTING IS ORDERED. (2/1/01)</p>				
526	WCOM **H	Functionality	Billing	Table 4.1.4-1	<p>Please document the cases "where the bill reflects orders that were not ordered for a particular billing cycle". I.e., Identify the LSR, the SOC date, the billing date, and the root cause.</p> <p>Please document the "few erroneous rates" that the Bill Validation Team caught a reported to Pacific. What was the root cause. Please describe Pacific's Modification Request process and state where the methods and procedures for the MR can be accessed by CLECs.</p>	<p>A)SIX ORDERS (SEE #304). 1. BHP13521PE000109, SOC – 4/20, BILL DATE 4/28. 2. BHP17321PE000782, SOC – 7/25, BILL DATE 7/26 3. GHPOG163, SOC – 2/2, BILL DATE – 2/29 4. BHPOG567, SOC DATE 4/4, BILL DATE – 4/28 5. E258252000111, SOC DATE – 6/8, BILL DATE 7/14 6. E258252000168, SOC DATE 7/10, BILL DATE – 7/14 NO ROOT CAUSE ANALYSIS WAS PERFORMED.</p> <p>B) THERE WERE 2 RATES</p>				

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					<p>Please describe the TAM's propose methodology for "validation of usage charges" and explain why it could not be carried out.</p> <p>How can the TAM verify the timeliness of bills when the TG received the bill and usage feeds from Pacific on a weekly basis?</p> <p>Please explain the remedial actions taken to ensure that a dispute will be "issued" against the correct CLEC, and that resolution will occur on a timely basis.</p>	<p>IDENTIFIED: ASRED – 1 ADVANCED SERVICE DISCOUNT – RECURRING SLASC – 1 ADVANCED SVCS DISCOUNT – MECH THE TABLE WAS NOT UPDATED WITH THE NEW RATES. PACIFIC WOULD NEED TO RESPOND TO ANY QUESTION ON INTERNAL PB PROCESSES.</p> <p>C) THE USAGE FILE IS RAW DATA THAT HAS NOT BEEN VERIFIED THROUGH THE BILL PROCESS. TG DID NOT HAVE A SWITCH TO CAPTURE CALLS SO THE TAM COULD NOT VALIDATE THE USAGE WITHOUT A DETAILED LISTING OF CALLS.</p> <p>D) THE BILLS WERE RECEIVED WITHIN THE PRESCRIBED TIME PERIOD. THE USAGE FEEDS WERE REQUESTED AND RECEIVED ON A WEEKLY BASIS.</p> <p>E) PACIFIC WOULD NEED TO RESPOND TO ANY QUESTION ON INTERNAL PB PROCESSES. (2/1/01)</p>				
527	WCOM **M	Performance	Statistics	4.4.4.13	<p>Please describe the events the TAM used to calculate the time elapsed between the recording of usage data and when the data is transmitted to the CLEC. How frequently did Pacific transmit</p>	<p>A) THE TG TRACKED THE RECEIPT OF THE USAGE FILES. THIS IS ADDRESSED IN SECTION 4.1.4.5.11. THE USAGE TAPES WERE A WEEKLY COMBINATION OF</p>				

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					pseudo-CLEC usage data to the TG? Was Pacific's usage department blind to the test? How frequently is usage data transmitted to commercial CLECs?	DAILY USAGE FOR THE PREVIOUS WEEK. B) WEEKLY. THIS IS ALSO ANSWERED IN QUESTION # 519 AND 526 C) THE TAM WAS ONLY AWARE THAT THE PACIFIC BILLING SME (A MEMBER OF THE PB OSS TEST TEAM) WAS NOT BLIND TO THE ACTIVITIES. D) THE TAM DID NOT EVALUATE THE CLEC PROCESSES,. (2/1/01)				
528	WCOM **M	Performance	Statistics	4.4.4. 15.1	Please explain the methodology used to ascertain that usage charges appeared on the correct Pseudo-CLEC bill.	VALIDATION OF USAGE WAS LIMITED AS NOTED IN SECTION 4.1.4.5.1 OF BILL VALIDATION AND THE END USER CALL VERIFICATION AS NOTED IN SECTION 4.1.3. (2/1/01)				
529	WCOM **H	Performance	Statistics	4.4.5	Please list each of the "desired statistical tests and analyses" that the TAM was unable to perform due to insufficient data. What analysis of Pacific performance data should continue to be done? Is the TAM's recommendation to apply statistical evaluation to measures with benchmarks being made to enable a parity comparison between the service Pacific provided to the Pseudo-CLEC and the service Pacific provided to commercial CLECs during the same month?	SOME Z STATISTICS COULD NOT BE CALCULATED RECOMMENDED STATISTICAL ANALYSIS IS DOCUMENTED IN 97-10-16 & 97-10-17 INTERIM OPINION ON PERFORMANCE INCENTIVES. THE TAM RECOMMENDS THAT BENCHMARKS BE ANALYZED USING STATISTICAL METHODOLOGIES. THIS INCLUDES STATISTICALLY COMPARING CLEC RESULTS AGAINST THE BENCHMARK.				

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						WITHIN THE FRAMEWORK OF THIS TEST, THE TAM RECOMMENDS PERFORMING A PARITY COMPARISON OF CLEC AND PCLEC RESULTS. (2/7/01)				
530	WCOM **H	Performance	Perf. Measures	4.3.3.1	Why was the data provided by Pacific unreadable? Was readable data provided? If not how was the analysis completed?	THE DATA WAS IN AN UNRECOGNIZABLE FORMAT. NO. THIS DID NOT AFFECT THE ANALYSIS BECAUSE THE CPUC DIRECTED THE TAM TO ACCEPT PACIFIC'S REPORTED DATA AS ACCURATE. THUS, THE TAM WAS ABLE TO USE ROSE REPORT DATA TO PERFORM THE ANALYSIS. (2/7/01)				
531	WCOM **M	Performance	Statistics	Table 4.4.4-1	Does the TAM have any explanation for the pattern of generally superior results for the pseudo-CLEC as compared to commercial CLECs?	THE TAM REPORTED RESULTS OF THE STATISTICAL ANALYSIS OF PACIFIC PERFORMANCE DATA. THE REASON BEHIND DIFFERENT SERVICE LEVELS IS BEYOND THE SCOPE OF THIS TEST. (1/24/01)	340	AT&T	Is it your understanding that you were just to assume that the pseudo-CLECs were an adequate proxy for the commercial CLECs? Was the test not -- in your mind, not supposed to address whether pseudo-CLECs were an adequate proxy for the CLECs?	I don't think I was asked to make any assumption of that type. I was just asked to make the comparisons. Again, you're giving examples as to how the differences could be explained or what the underlying structure is. We didn't examine the underlying structure at all.
532	WCOM **H	Performance	Statistics	4.4.2	A)The TAM apparently "ran the standard analysis for commercial CLECs versus Pacific". Please describe the data inputs and source of these inputs for these calculations. B)What is meant by the "standard analysis"?	A) THE INPUTS ARE FROM THE ROSE REPORTS AND STANDARD DEVIATION FILES PROVIDED BY PACIFIC. THESE INPUTS INCLUDE, STANDARD DEVIATION DATA AND RETAIL AND WHOLESALE MEASUREMENT RESULTS. B) THE PRO-FORMA MODIFIED				

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					C)Is the use of this analysis to "show whether Pacific is offering competitors parity levels of service and a meaningful opportunity to compete" within the scope of the TAM's responsibilities under the MTP?	Z-TEST. C) THE TAM RAN THE ANALYSIS AND OTHER PARTIES INCLUDING THE CPUC MAY USE THE RESULTS TO MAKE THAT DETERMINATION. (1/24/01)				
533	WCOM **H	Performance	Statistics	4.4.3.3	A)On p. 169, the report states, "Pacific has used both of these calculations in a reasonable manner". Please explain the TAM's understanding of what is being evaluated and the basis for its conclusion. B)Who performed the calculations that underlie the TAM's conclusions that pseudo-CLEC service were either at parity or out of parity? C)Was 5% selected as the alpha value for parity calculations? D)What is the resultant beta value if an alpha of 5% is used? E)When reviewing the possibility of discriminatory conduct, should the reviewer be concerned about the probability of failing to detect discriminatory conduct? F)Did the TAM conduct any studies to determine the probability of a "false negative", that is, the failure to detect discriminatory conduct, given stated discrepancies in	A) AS DESCRIBED IN §4.4.3.3, "[THE CALCULATIONS FOR THE Z STATISTICS] ARE USED AS A TRADITIONAL STATISTICAL 'RULE-OF-THUMB,' FOLLOWING GUIDANCE FROM TABULATED VALUES." B) THE TAM STATISTICAL TEAM. C) YES. D) THE VALUE OF THE BETA DEPENDS ON THE ALTERNATIVE HYPOTHESIS YOU ARE CONSIDERING. E) YES. F) YES. TABLE 4.1.1-5 IS THE RESULT OF THESE STUDIES. G) THIS ANALYSIS WAS BEYOND THE SCOPE OF THIS TEST. H) THIS ANALYSIS WAS BEYOND THE SCOPE OF THIS TEST. (1/26/01)	58	AT&T **H	Did the TAM perform any tests without this other than .05? And, if so, are the results of these tests available? And could they be made available, if not?	NO. THE REPORT TEXT FOLLOWS THE REQUIREMENT OF THE 0.05 LEVEL. ALSO, SEE THE TRANSCRIPT FROM THE 1/30 WORKSHOP. (2/9/01)

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					performance? If so, please provide the documentation. G)Could the report's conclusions about whether a parity-based measure was met be changed if a different confidence interval were used? H)If the confidence interval were changed from .05 to .10, how would the number of cases of non-parity theoretically be affected?					
							341	AT&T	Did you estimate the chance that the data might falsely indicate parity?	No, the issue there is since you're comparing the difference between two means, the extent of the difference is what determines the value of the beta.
							342	AT&T	What's the purpose of the table if it's not part of the test to talk about, you know, different confidence intervals? How does it affect things if you change the significance level in this actual data? You have not reported that anywhere?	But I see its value for the reader when he's trying to look at the data. The requirements in this was a .05 level test would follow those requirements. Perhaps I should not have added these things in as things for the reader, but I did. You can do that yourself by looking at the modified Z-statistics from the point of view of a different significance level. It has not been reported.
							343	AT&T **	We understand that it's beyond the analysis, that your position is that this analysis is beyond the scope of the test, but it sounds like there was some consideration. We're just asking if	THE REPORT TEXT FOLLOWS THE REQUIREMENT OF THE 0.05 LEVEL, AND THE TAM MADE NO CONCLUSIONS BEYOND THAT. (2/12/01)

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									since you are the statistician that performed this and you are -- I'm referring to the TAM in general as the entity that put together these recommendations. We can see how it would change, but we can't make a determination as to whether it would alter the TAM's conclusions if the different alphas were used.	
							344	AT&T	If we increased alpha, how would the beta change? It's a trade-off, correct?	Correct.
534	WCOM **H	Performance	Statistics	4.4.3.4.1	On p. 172, the report states, "If D is less than 0, or a very small, but positive, number, according to statistical procedures, we say that the comparison shows parity." Please explain the limits of D under parity.	THE LIMITS DEPEND ON THE SELECTED LEVEL OF SIGNIFICANCE AS DESCRIBED IN §4.4.3.3. (1/24/01)	345	AT&T	Was this just a suggestion that you don't intend to pursue further, or do you intend to like make some specific suggestions on how many months should be in aggregation? Is it data based or just some arbitrary six months? There are these sigma standard deviations, standard deviation of what? Would it be better if you had the raw data just to have the data for ten months and then perform a test as opposed to aggregating up these, you know, different summary statistics for each month?	No, there is this issue of how you can combine data over a number of months. There is, in some cases, a discussion of just adding up the Z-statistics and dividing by something. The period of this experiment was ten months. The sigma sub (i) in the formula would be the standard deviation for that month for that block, yes. The problem may be that you regard a month as a block and that there is an underlying effect that is different from month to month. And therefore you don't want to aggregate it because you'll compound the effect of maybe service being different in the summer than in the winter, or something like that.
							346	AT&T	The aggregation is over month by month, I mean, that you have proposed. And I'm just	I'd rather say I don't have an opinion because, again, it's looking at the raw data that would

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									wondering, is that a data limitation because you didn't have individual data, like individual transaction data, or is that a -- you would prefer to do it that way even if you had the raw data?	maybe tell you those things.
535	WCOM **H	Performance	Statistics	4.4.3.5.1	A)On p. 173, the TAM apparently attempted to compare results to determine whether the Pseudo'CLECs received better service than commercial CLECs by applying a parity test to all measures. Please explain the premise of a parity test. B)Please identify the raw data necessary to perform the parity test. C)Would a parity test tend to show whether the differences in outcomes experienced by one group was the result of intentional preferential treatment? D)Can the parity test be performed for this limited purpose, while maintaining the JPSA's use of a benchmark standard to review whether OSS performance on behalf of CLECs meets the Commission's adopted standards? E)Please identify the personnel from Pacific who "insisted(d) that the TAM should not calculate the standard deviation of the CLEC data".	A) THE PARITY TEST WAS USED AS A TOOL TO COMPARE PERFORMANCE RESULTS FOR COMMERCIAL AND PSEUDO-CLECS. B) THE TAM USED THE ROSE REPORTS AND STANDARD DEVIATION FILES. C) NO. D) THIS IS AN ALTERNATE VIEW FOR DATA PURPOSES ONLY.. E) THE STATEMENT WAS MADE DURING THE DAILY CONFERENCE CALLS BY AN UNKNOWN PACIFIC EMPLOYEE. THE CLECS PRESENT ON THE CALL ALSO HEARD THIS COMMENT. (1/26/01)	347	AT&T	Am I correct that you did not examine the CLEC data and calculate its standard deviation? In E; what's the kind of rationale for that? So that test itself assumes that the CLEC standard deviation and Pacific are identical, or similar? Could you explain what you're referring to?	Yes. The Modified Z Statistic puts an insistence on the use of the Pacific Bell standard deviation as -- in fact, that's where it gets its name "modified." I think the best thing to do is to make reference to 97-10-016 and 97-10-017. I believe there is a reference in there. The OSS/OII, the other proceeding that was mentioned earlier, and I think it's labeled 97-10-016 and 97-10-017.
536	WCOM	Performance	Statistics	4.4.3.	Please explain the statement that	THE PSEUDO CLEC SAMPLE	348	AT&T	What standard deviations went	Yes.

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	**M			5.2	in the case of the Pseudo-CLEC and commercial CLEC comparison "the Pseudo-CLEC assumed the role of the ILEC".	MEAN WAS SUBTRACTED FROM THE COMMERCIAL CLEC MEAN. (1/24/01)			into that calculation?	
537	WCOM **H	Performance	Statistics	4.4.4.1	<p>Regarding the observation that "Pseudo-CLECs usually have a better rate of meeting benchmarks", how can the Commission determine whether a factor other than random variation caused this to occur?</p> <p>How does the removal of a small fraction of the observed events because there were fewer than 5 events affect the test observations and conclusions?</p> <p>Please describe how the TG's request for CSR, address verification, etc. were handled. How did the TG select the information it requested; identify the source of the information returned to the TG. How can one verify that the process by which the pseudo-CLECs' orders were handled was "blind" to the identity of the requesting party?</p>	<p>THE TAM'S RESPONSIBILITY WAS ONLY TO CALCULATE THE MEASUREMENTS AND REPORT THE RESULTS.</p> <p>IT IS UNKNOWN HOW THE INCLUSION OF THIS DATA WOULD AFFECT THE RESULT.</p> <p>THE TG PRE-ORDER REQUESTS WERE MADE VIA VERIGATE AND DATAGATE</p> <p>THE SOURCE WAS THE PAPER FROM PROVIDED BY THE TAM</p> <p>THE TAM CAN ONLY ASSUME THAT THE PROFESSIONAL RESPONSIBILITY OF THE PACIFIC OSS TEST TEAM, IN REGARD TO THE ICAS WITH THE PSEUDO CLECS, MAINTAINED BLINDNESS WITHIN PACIFIC BELL. (2/12/01)</p>	59	AT&T **H	Did you do any analysis to determine whether, you know, there was something other than random variation?	THE "MODIFIED Z TEST" IS DESIGNED TO TEST FOR EFFECTS THAT ARE OTHER THAN RANDOM VARIATION. (2/9/01)
538	WCOM **H	Performance	Statistics	Table 4.4.4-1	Please provide the number of Pseudo-CLEC orders and CLEC orders that were submitted for each data point represented in the table (suggestion: number of orders could be substituted for percentages in the same matrix.	A CLEC IS EVALUATED ON WHETHER ITS AVERAGE MEETS THE BENCHMARK. INDIVIDUAL CLECS ARE WEIGHTED SINGULARLY REGARDLESS OF ORDER VOLUME. (1/24/01)				
539	WCOM **H	Performance	Statistics	4.4.4.2	A)Please explain why the May Rose Report had 6 negative entries for the numerator in Meas.1.	A) THE TAM HAS NO EXPLANATION FOR THESE VALUES.	349	AT&T	Did you look at, you know, just taking the value of the number in there and if that would affect the results?	I threw out the numbers that were negative because I didn't think negative numbers belonged there. That's all I did.

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					B)What is the significance of a negative numerator and why did the TAM remove these entries? C)Did the TAM investigate the reason for this entry as part of its validation of Pacific's performance measurement process?	B) THE TAM ASSUMED THESE TO ERRORS, AS NO TIME INTERVAL CAN BE A NEGATIVE. C) THE TAM DID NOT VALIDATE PACIFIC'S PERFORMANCE MEASUREMENT PROCESS. THIS WAS DONE BY PWC. (1/24/01)			Were there other tests or screening procedures you used to exclude data? When you threw out the negative number, you didn't investigate whether that number -- why it was negative or if it was negative erroneously, correct?	The general answer is if you couldn't compute the Z statistic, then you excluded the data. That's correct.
							350	WCOM **	What were the number that you threw out to be used for?	THE 6 ENTRIES THAT HAD NEGATIVE VALUES OCCURRED IN THE FOLLOWING 5 SUBMEASURES: 0101700, 0101900, 0102300, 0102500, 0102700. (2/12/01)
							351	WCOM	How would removal of the data affect your calculation? "They" being what? And the entries reflect what? But the entries represent transactions, meaning orders?	They wouldn't be used in the calculations. The entries that had a negative number. The entries were present in a particular measure. I don't know what they reflected. I said I would get them for you. The numbers were in the Rose Report, which is summary data.
							352	WCOM **	Could you investigate more the 741 records in the Rose Report for the months of December '99 through April 2000, Pacific data items marked N/A, specifically, the fields for the retail enumerator and retail denominator, but for which a Z statistic was computed. (There is a follow up to question 3 regarding this.)	A TABLE WAS NEVER CONSTRUCTED, AND NO FURTHER INVESTIGATION IS BEING CONDUCTED. THE "MODIFIED Z STATISTIC" WAS COMPUTED WHEN POSSIBLE. (2/12/01)

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540	WCOM **H	Performance	Statistics	4.4.4. 2.1	<p>The title "Pseudo-CLEC versus Pacific" implies a parity comparison. This is not valid for benchmark measures. What is the heading intended to signify? Were all of the activities described in A-F undertaken by the psuedo CLEC?</p> <p>With respect to the description of pseudo CLEC results shown under each performance measure, please indicate whether the results are available in a matrix format that lists all pseudo CLEC results for all test months, and if so, the name of the document and how CLECs may obtain a copy.</p>	<p>THIS COMPARISON IS INTENDED TO GIVE THE RESULTS FOR THE PSEUDO-CLECS VERSUS PACIFIC RETAIL OR A BENCHMARK WHERE APPLICABLE.</p> <p>YES.</p> <p>YES. THIS IS INCLUDED AS APPENDIX O TO THE FINAL REPORT. (2/7/01)</p>				
541	WCOM **L	Performance	Statistics	4.4.4. 2.3	<p>Is this a summary of the aggregate CLEC industry results?</p> <p>What is the purpose of including this information in the OSS Test Report, since these results were not obtained through the implementation of the MTP?</p>	<p>YES.</p> <p>THE TAM PRESENTED THIS INFORMATION AS AN AID TO READERS OF THIS REPORT, AFTER DISCUSSION WITH THE CPUC. (2/7/01)</p>				
542	WCOM **H	Performance	Statistics	4.4.4. 5	<p>Did the TAM compare the rate of "customer not ready" (CNR) exclusions to Pseudo-CLEC installation orders against the CNR rates that Pacific reports for aggregate CLEC results and for Pacific's retail orders? If so, what was observed?</p>	<p>NO. THE TAM ONLY CONSIDERED THOSE PERFORMANCE MEASURES DETAILED IN THE MTP TABLE 6-4 WITH PSEUDO-CLEC ACTIVITY. (1/24/01)</p>	60	AT&T **H	<p>If not, is the data available to do this?</p>	<p>NOT APPLICABLE. SEE RESPONSE TO REFERENCE 537 SUPPLEMENTAL QUESTION 59. (2/9/01)</p>
543	WCOM **M	Performance	Statistics	4.4.4. 5.2	<p>A)Please explain the use of the terms "largely the same level of service", "significantly better service", "similar installation intervals" as used in this section.</p>	<p>A) THESE ARE COLLOQUIAL PHRASES USED TO RELATE AN INTUITIVE FEEL FOR THE RESULTS.</p>	353	AT&T	<p>Your response is that the terms "largely the same level of service" is a colloquial phrase. Specifically, does that imply the difference was not statistically</p>	<p>These were colloquial phrases trying to give an intuitive feeling for the results. If you are asking that each one be matched up to a number, I would have to go</p>

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					B)Are those terms used uniformly throughout the report?	B) YES.			significant? When you say "matching up," what Ms. Lee is looking for is some kind of quantitative evaluation of the results. And I'm asking, would you be intending to match up each of these phrases to some quantitative result?	through the process to do that, match them up. I would recommend going to the Z statistics themselves.
							354	AT&T **	Is there any matching implied, I mean, especially by the colloquial phrase "significantly better service"?	NO. SINCE A ONE-SIDED, MODIFIED Z, TEST WAS PERFORMED, IT IS IMPROPER TO STATE WHETHER PARITY EXISTS WHEN COMPARING THE PSEUDO-CLECS TO COMMERICAL CLECS SINCE THE PACIFIC STANDARD DEVIATION IS BEING USED. THEREFORE, WE CHOSE TO ONLY IMPLY INTUITIVE RESULTS IN THIS COMPARISON. (2/12/01)
							355	AT&T **	In item B, When you say significantly better service or similar or largely the same, do you mean the same thing in each place in the report? And since it doesn't sound as if you have done this matching process, I'm not sure how they could be used uniformly throughout the report. When you are doing your matching, can you shed some light on why the word "generally" is used. Did they receive parity or not, is the CLECs' concern.	SEE ANSWER TO REFERENCE 543, SUPPLEMENTAL RESPONSE 354. (2/12/01)
544	WCOM **H	Performance	Statistics	4.4.4. 8	Please explain why there was not pseudo-CLEC activity to calculate the percentage of PNP network	THERE WAS PSEUDO CLEC ACTIVITY. HOWEVER CALCULATION WOULD				

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					provisioning failures. Was the MTP amended to reflect these circumstances?	REQUIRE SPLITTING THE PSEUDO CLEC DATA FROM THE DATA FOR THE COMMERCIAL CLEC WHOSE SPID WAS BEING SHARED BY THE PSEUDO CLEC. NO. (2/12/01)				
545	WCOM **M	Performance	Statistics	4.4.4.12.1	Please describe the TAM's plan for enabling Pacific to improve its process for resolving field dispatch trouble reports and testing to verify parity of performance.	THE TAM'S RESPONSIBILITY WAS TO TEST OSS NOT TO ANALYZE PACIFIC'S FIELD DISPATCH PROCESS. (2/9/01)				
547	AT&T **H	Functionality	POP	2.1 ; Test Spec Document / 4	Why did Pacific develop the test cases? Please describe the review and analysis performed by CGT. Where can the original test cases provided by Pacific to CGT be found in supporting documentation? Please describe all, if any, changes to the test cases received from Pacific.	IT IS THE TAM'S UNDERSTANDING THAT ALL PARTICIPANTS AS PART OF THE MTP WORKSHOPS DEVELOPED THE TEST CASES. THE TEST CASES SCENARIOS WERE DISCUSSED AND DEVELOPED BY THE TAM TEAM MEMBERS. THE TEST CASES USED BY THE TAM WERE TAKEN FROM ATTACHMENT A OF THE MTP THAT IS NOT PART OF THE SUPPORTING DOCUMENTATION. TO TEST SCENARIOS IN ATTACHMENT A OF THE MTP THE TAM ADDED, CHANGED AND DELETED LINES, FEATURES AND DIRECTORY LISTINGS. (2/1/01)				
548	AT&T **L	Functionality	POP	2.2.1.1.3 ; Test Spec	"During test generation the ordering team will monitor the overall performance of Pacific's pre-ordering and ordering	THE TAM OBSERVED AND DOCUMENTED THE TG FUNCTIONS AS THEY PERFORMED QUERIES AND				

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				Document / 6	systems through passive observation” – Please describe completely the monitoring that took place through passive observation. Did dialogue about various issues occur between the TAM monitor and TG resource? Did the TAM monitors work with the same TG resources throughout the test?	ORDER ENTRY, WITHOUT GIVING THEM INSTRUCTIONS. THE TAM AND TG PARTICIPATED IN WEEKLY CONFERENCE CALLS TO DISCUSS ISSUES CONCERNING TEST PROGRESS. YES.. (2/1/01)				
549	AT&T **H	Functionality	POP	2.2.1.1.4 ; Test Spec Document / 6	“Clear understanding of the Test Cases expected results” – Please describe how the expected results were documented prior to the execution of a test case.	THE TAM'S EXPECTED RESULTS WERE DOCUMENTED IN THE ACTIVITY CONTAINED IN THE TEST ORDER FORM. (2/1/01)				
550	AT&T **H	General	Support	2.2.1.1.5 ; Test Spec Document / 6	“The TAB and Commission determined on 12/6/99 that testing would begin with 9 items of Exit Criteria incomplete.” – Please describe how the Exit criteria discussed in this section relate to the statement quoted above. A review of the Exit Criteria in the TAB minutes does not appear to be related to the Exit criteria described in this section.	THIS SECTION OF THE TEST SPECIFICATION DOCUMENT LISTS EXIT CRITERIA FOR PRE-ORDER ONLY. THE TAB MINUTES REFER TO FUNCTIONALITY TEST PLANNING EXIT CRITERIA. (2/9/01)				
551	AT&T **H	General	Appendices	General ; Test Spec Document	What date was the Test Spec Document originally created?	NOVEMBER 12, 1999. (1/26/01)	169	AT&T	Can you state who created the test spec document?	The TAM did.
							170	WCOM	I see that the test spec document was originally created on November the 12th. Was the document ever updated?	Yes, the document was completed on November 12th. It was sent to the technical advisor and the Commission staff for their review on November 22nd. Both

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										of those entities made associated comments to us. We made revisions. I believe the test spec document that's sitting in supporting documentation is a second revision.
552	AT&T **L	Functionality	POP	General	On/About 7/20/00 – AT&T received a confirmation dated 7/13/99 of a new order for a line being installed at an AT&T address as part of the test (PON BH71021PE000784). In e-mail dated 7/21, AT&T raised the propriety of this notice to the TAM and the TAM agreed to investigate. Please explain what investigation took place and the results of that investigation. Also, please identify where in the TAM report or logs this event is documented. If it is not documented, please explain why not.	A NOTICE OF NEW SERVICE, DATED 7/13/00 TO AT&T, PERTAINED TO THE RE-CONNECTION OF THE EMBEDDED TEST ACCOUNT RETAIL LINE (ASSURED) AT THE AT&T “FRIENDLY” SERVICE ADDRESS. THE RECONNECTION TO RESTORE SERVICE WAS GENERATED WHEN THE LSC FOUND THE OUTWARD ORDER COMPLETED, BUT THE INWARD PSEUDO CLEC CONVERSION ORDER WAS INCOMPLETED DUE TO A JEOPARDY. THE TAM'S INVESTIGATION IS NOT INCLUDED IN THE REPORT BECAUSE THE LETTERS PERTAINED TO THE ESTABLISHMENT OF RETAIL SERVICE (2/12/01)				
553	AT&T **M	Functionality	POP	2.2.1. 2.1 ; Test Spec Document / 8	“The provisioning process also includes the assignment of facilities and other activity associated with providing the service.” Please fully and specifically describe the other activities that are being assessed and measured as part of the provisioning process.	CALLING FEATURES WERE ADDED TO THE ACCOUNTS AND THE DIRECTORY WAS UPDATED. (2/1/01)				
554	AT&T **L	General	Support	2.2.1.	“The observer also will visit	THE ST. LOUIS FACILITY WAS				

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				2.2.8 ; Test Spec Document / 11	Pacific's CLEC Helpdesk, referred to as the IS Call Center, which is located in St. Louis, MO" – Did the observer visit the IS Call Center and if so where can I find the report of the visit?	VISITED DURING THE SCALABILITY ANALYSIS. ALL INFORMATION RELATED TO THEI VISIT IS DOCUMENTED IN THE SCALABILITY SECTION OF THE FINAL REPORT, SEE 4.2.2. OF THE FINAL REPORT. (2/12/01)				
555	AT&T **H	Functionality	POP	General ; Test Spec Document	Please explain where the test cases, by service type including BASL, ASSL DS1 and LNPO, are documented in the Test Spec document.	THE TEST CASES BY SERVICE TYPES WERE NOT INCLUDED IN THE TEST SPECIFICATION DOCUMENT, BUT CAN BE FOUND IN THE TEST TRACKING DATABASE. (2/1/01)				
556	AT&T **L	Functionality	POP	Appendix I – General	There are many instances where the TG does not appear to be complying with the test case requirements. Please explain what impact the TG deviations from the TAM test cases had on the test cases and the results. The entry for 3/16/2000 A. is one example. 3/7/2000 is another example.	THESE OBSERVATIONS WERE PRIOR TO ORDER ENTRY AND HAD NO IMPACT TO TEST CASES OR RESULTS. (2/1/01)				
557	AT&T **M	Functionality	POP	TAM Test Tracking Database	Please explain the values (True/False) contained in the following fields SOC / FOC/ ERR / MLT. Also, please explain the fields SNT, Overage, Dead, MI, Old Track, New Track, OID, Tracking and Ref.	TRUE FOR SOC/FOC/ERR INDICATED THAT THE ITEM WAS RECEIVED, FALSE INDICATES NOT RECEIVED. FOR MLTM TRUE INDICATES THAT AN MLT IS REQUESTED, FALSE INDICATES THAT IT IS NOT REQUESTED. SNT = SENT TO TG OVERAGE= (IF TRUE = ADDITIONAL TEST CASES TO AN ACCOUNT EXIST AGAINST THE SERVICE ADDRESS.				

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						DEAD = TEST CASE CANNOT BE USED MI = MANAGED INTRODUCTION OLD TRACKING = PREVIOUS TRACKING NUMBER NEW TRACK = NEW TRACKING NUMBER OID = ORDER ISSUE DATE (TO TG) TRACKING = TEST CASE TRACKING NUMBER REF. = RELATED TEST CASE (2/1/01)				
558	AT&T **H	Functionality	POP	TEST EFF ORT ; TAM/ 5	Did the TAM investigate whether the Pseudo-CLEC's ordering behavior followed the pattern of a typical CLEC? For example, was any analysis done to insure that the Pseudo-CLEC orders were not distributed in a way that it was easier for Pacific to service Pseudo-CLECs than true CLECs? (A real CLEC may have more orders at the beginning and end of the month while a Pseudo-CLEC's orders are evenly spread out.)	NO> (2/1/01)				
559	AT&T **H	Performance	Perf. Measures	4.3	A)The TAM reports results for tests performed on CLECs as a group and for tests performed on the Pseudo-CLECs as a group? Was the data sufficient to perform any testing on individual CLECs	A) YES B) NO (1/26/01)	356	AT&T	What does the "Yes" refer to? And it was sufficient for both CLECs and pseudo-CLECs? And did you do any analysis that	Was the data sufficient to perform any testing on individual CLECs or pseudo-CLECs. The general answer is that the Rose Report computes a

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					(or Pseudo-CLECs)? B)Did the TAM perform any testing on individual CLECs (or Pseudo-CLECs)?				it was valid to aggregate them all up into, like, a CLEC measure as opposed to individual, or what type of analysis? Did you do any analysis that that would affect the results, this aggregation?	Modified Z Statistic for an individual CLEC or pseudo-CLEC if it can. The Modified Z Test that I computed aggregated for particular months all of the CLECs in one category and all the pseudo-CLECs in the other category. No.
560	AT&T **H	Performance	Perf. Measures	4.3.3	A)The report notes, “In several instances, the data provided was incomplete or inaccurate.” Was any analysis done to determine if there were any patterns to the incompleteness or inaccuracies? B)Did the TAM infer anything from any such patterns?	A) NO B) N/A (1/26/01)				
561	AT&T **H	Performance	Perf. Measures	4.3.3	A)The report apparently indicates that the TAM received raw Pacific, Pseudo-CLEC and commercial CLEC data but that it was not possible to examine the raw Pacific data. Does this mean that the TAM conducted statistical tests using the summary statistics supplied by Pacific without examining the underlying data? B)If so, did the TAM perform any tests to determine whether the underlying distribution of the raw data satisfied the conditions appropriate to distribution-based testing? (For instance, these assumptions could be violated if i) the Pacific data had spikes at	A) YES B) NO (1/26/01)	357	AT&T	Before testing equality of averages, did you test for equality of variances?	No.

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					intervals of 5, 10, and 15 days due to the discrete manner in which certain order provisioning is recorded; or ii) the data may be right-skewed and truncated at zero.					
562	AT&T **H	Performance	Perf. Measures	4.3.3.1	<p>A)The TAM was initially concerned that the “excessively long time intervals in the data” could affect the applicability of the assumptions used in standard statistical analysis. The report notes, “A few long service intervals can shift the average to a higher value than the actual experience suggest, and also increase the variability so that it is more difficult to detect departures from parity. This would be magnified where the number of observations is relatively small and is only partially ameliorated by using Pacific data to measure variability.” Did the TAM notice any instances where extreme observations were affecting the tests?</p> <p>B)Given the understanding that the TAM did not actually examine the raw Pacific data, it does not appear possible for the TAM to have been able to detect the importance of outliers, or spikes, in the data, is this accurate?</p>	<p>A) NO</p> <p>B) YES (1/26/01)</p>	358	AT&T	<p>And is that because you weren't able to look to see if that was the case?</p> <p>Not only did you not notice it, but you weren't able to look at it?</p>	<p>We only used the Rose. We did not use the raw data.</p> <p>That's correct.</p>
563	AT&T **H	Performance	Perf. Measures	4.3.3.1	A)The report says that the problem created by excessively long intervals can be ameliorated by i) transforming the data (e.g., logarithms) or ii) using medians	<p>A) NO</p> <p>B) NO</p> <p>C) NO (1/26/01)</p>				

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					and interquartile differences in place of averages and standard deviations, respectively. Did the TAM investigate whether excessively long intervals were actually affecting the statistical analysis? B)Did the TAM perform any tests on transformed data? C)Did the TAM investigate how either transforming the data or using medians and interquartile differences would affect the ability to detect discrimination?					
564	AT&T **H	Performance	Perf. Measures	4.3.3.1	A)The report indicates that because medians and interquartile differences are not affected by extreme observations (i.e., excessively long intervals), these measures may be better comparison measures than averages and standard deviations. Using such measures would limit the role that excessively long intervals play in the testing procedure. Did the TAM investigate whether the CLECS or Pseudo-CLECS have more extreme observations than Pacific? B)Did the TAM compare the variation in the CLEC and Pseudo-CLEC data to the variation in the Pacific data?	A) NO B) NO (1/26/01)				
565	AT&T **H	Performance	Perf. Measures	4.3.3.1	Using interquartile differences instead of standard deviations would eliminate the influence that	NO (1/26/01)				

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					excessively long intervals have in measuring performance variation. The CLECs care about the variation in quality of services they receive. Did the TAM compare the variation in the CLEC and Pseudo-CLEC data to the variation in the Pacific data?					
566	AT&T **H	Performance	Perf. Measures	4.3.3.2	The reports notes that data sufficiency problems existed in the Rose Report data and that the TAM was “uncertain as to the reliability of the data, specifically the standard deviation files, provided.” The report also indicates that Pacific used some of the data missing from the Rose Report in computing summary statistics. Did the TAM do any tests to determine whether these data sufficiency problems limited the relevance of the tests that the TAM was able to perform?	THE TAM DID NOT PERFORM THE DESCRIBED ANALYSIS. (1/26/01)	360	AT&T	<p>The fact that you didn't and you have this uncertainty about the reliability of the data, does that affect the confidence in your results?</p> <p>Given that you're uncertain of the standard-deviation files, does this uncertainty, you know, affect your confidence in your test? Are you uncertain about the Z statistic files?</p> <p>We're talking like a handful of standard deviations?</p> <p>Could you tell us what you did; like what steps you took?</p> <p>Could you maybe form an appendix on this or something?</p> <p>There was data that you could have looked at, but did not because you weren't provided with it, that would have influenced whether or not you believed the standard deviations were correct?</p> <p>So you did the proportion analysis that you're talking about?</p>	<p>This is a discussion of a possibility of computing values that weren't there in order to augment the data. And, by and large, it's referring to a general hesitancy to do that.</p> <p>I would be willing to agree that there are some in there that may be somewhat off, but by and large, I believe that my conclusion was that most of them were okay, and chose to use them. The data that was provided to me was, by and large, accurate. We had some problems. We worked through them.</p> <p>At most.</p> <p>I think that's the kind of question that requires substantial writing and documentation.</p> <p>There are pretty standard procedures for looking at the data that you have; for example, sorting it, seeing if there are numbers that look unusual. And I guess one builds the habits over a number of years of trying to make sure that the data set you</p>

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										have makes sense. The only way to determine for sure whether standard deviation was computed correctly is to compute it from the raw data, which we did not have. However, proportion calculation for the standard deviation is based upon the retail numerator and denominator that are present. I did the comparison between the -- I had the ability to compute the standard deviation in that case. And therefore I was able to do so. And that matched with the Pacific Bell standard deviation.
							361	AT&T **	How many were proportion versus nonproportion?	THIS WAS DISCUSSED AND RESOLVED OFF THE RECORD ON 1/30/01 PER ALJ REED BY MR. IRELAND, MR WYNN AND THE CLECS. (2/12/01)
567	AT&T **H	Performance	Perf. Measures	4.3.4	A)The report notes that x-coded (i.e., excluded orders) are common for at least some measures and that Pacific was unable to generate a complete list of x-coded orders. Did the TAM investigate whether Pacific's orders have a similar level of x-codes? B)Would additional data allow some measurement of the performance in excluded orders?	A) NO B) YES (1/26/01)				
568	AT&T **H	Performance	Perf. Measures	4.3.4	A)The report notes that the TAM was unable to verify the validity of Pacific's exclusion of data due to customer caused delays. Is it	A) THIS ANALYSIS IS BEYOND THE SCOPE OF THE MTP. B) NO. SUCH AN	359	AT&T	Did you conduct any tests of the effect of missing data on the validity of your tests?	We conducted no tests on missing data. No.

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					possible for use customer-caused delays to hide discrimination similar to the way that weather-caused delays can inflate the on-time performance of airlines? B)Is there a way for the TAM to verify whether the exclusions were due to customer-caused delay? C)Do the Pacific, CLEC, and Pseudo-CLEC data have similar patterns of exclusions due to customer-caused delays?	INVESTIGATION IS BEYOND THE SCOPE OF THE TEST. C) NO SUCH ANALYSIS WAS PERFORMED. (1/26/01)			I'm wondering if tests were performed to evaluate the missing Rose report data.	
569	AT&T **H	Performance	Perf. Measures	4.3.4.1.1	Please describe any efforts undertaken to verify that PONs not appearing on the Rose report were properly excluded.	THIS IS BEYOND THE SCOPE OF THE TEST AS PRESCRIBED IN THE MTP. (1/26/01)	362	AT&T	Do you have the performance data for the excluded PONs?	I didn't work on matching. PONs go to matching.
570	AT&T **H	Performance	Statistics	4.4.3.2	Did the TAM exclude from parity testing any samples due to insufficient sample size? What was the minimum number of observations that TAM required before applying the modified Z-test? Did this minimum apply to Pacific observations as well as CLEC observations?	(A) NO. (B) THERE WAS NO MINIMUM REQUIRED FOR THE MODIFIED Z TEST ON PARITY MEASURES. (C) NOT APPLICABLE (SEE ABOVE.) (2/9/01)	363	AT&T **	I'm wondering if the sample size could affect both mistakes; specifically, the chance of falsely concluding parity. So we're talking about small sample sizes and do they have affect on alpha and beta?	SAMPLE SIZE CAN AFFECT THE DECISION AS TO THE FORM OF THE TEST AND THE SIGNIFICANCE LEVELS THAT ARE IMPORTANT. USUALLY, THE TYPE I ERROR IS SET AT SOME VALUE (E.G., 0.05) THAT IS BASED ON THE OBJECTIVES OF THE CLIENT. ONCE THAT VALUE IS SET, A SAMPLE SIZE IS OFTEN SELECTED TO OBTAIN A DESIRED TYPE II ERROR AT SOME SPECIFIED ALTERNATIVE. (2/12/01)
							364	AT&T	Could I ask you what you mean by "beta"?	One minus the power.
571	AT&T **H	Performance	Statistics	4.4.3.3	The TAM tests for discrimination using an alpha = 0.05. How much more discrimination is detected if alpha = 0.10 is used?	THIS ANALYSIS IS BEYOND THE SCOPE OF THE TEST. (1/26/01)				

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572	AT&T **H	Performance	Statistics	4.4.3.3	A)How was Table 4.4.3-1 constructed? B)Is the TAM suggesting that the “expected maximum Z” should be used as a guide for analysis? C)If so, how?	A) TABLE 4.4.3-1 WAS INCLUDED TO HELP THE READER GUARD AGAINST UNDUE INFLUENCE BY ONE SIGNIFICANT STATISTIC AMONG MANY. B) THE TAM RECOMMENDS THAT THIS TABLE BE USED AS A GUIDE WHERE HELPFUL. C) THE READER IS RESPONSIBLE FOR DETERMINING THE METHOD OF INTERPRETING ANY STATISTICAL RESULTS. (1/26/01)				
573	AT&T **H	Performance	Statistics	4.4.3.4.1	The report suggests aggregating over months to generate larger sample sizes. The report notes that the aggregation assumes that the true discriminatory difference is the same every month. Has the TAM conducted any testing to test its assumptions about the appropriateness of aggregation? Over how many months does the TAM propose aggregating? Was the data aggregated over time in the results of statistical tests reported here? Did the TAM analyze how the proposed aggregation would affect the results?	THE TAM DID NOT CONDUCT THE DESCRIBED ANALYSIS, AS IT DID NOT AGGREGATE RESULTS OVER ANY MONTHS FOR THE PURPOSE OF STATISTICAL ANALYSIS. (1/26/01)	365	AT&T **	Do you believe that aggregating the data over time would reduce both testing errors, both alpha and beta?	INCREASING SAMPLE SIZE PROVIDES MORE INFORMATION, WHICH IN THE CURRENT SITUATION DECREASES THE VARIANCE OR STANDARD DEVIATION, WHICH PROVIDES A MORE ACCURATE ESTIMATE. IN THE SITUATIONS WHERE IT IS APPROPRIATE TO COMBINE DATA OVER DIFFERENT SETTINGS, THE MAIN OBJECTIVE IS TO DECREASE THE VARIANCE OF THE ESTIMATE. WHEN USING THE ESTIMATE OBTAINED BY COMBINING OVER DIFFERENT SETTINGS TO CONSTRUCT A STATISTICAL TEST, THE STATISTICIAN HAS A CHOICE AS TO HOW TO ALLOCATE TESTING ERRORS BASED ON THE EXPERIMENTAL

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574	AT&T **H	Performance	Statistics	4.4.3.4.1	Are the formulas on p. 171 correct? Should the correct formulas be: $D = \frac{\sum_{i=1}^k \frac{D_i^2}{\sum_{i=1}^k \frac{1}{D_i^2}}}{\sum_{i=1}^k \frac{1}{D_i^2}}$ and $StDev = \sqrt{\frac{\sum_{i=1}^k \frac{1}{D_i^2} - \frac{(\sum_{i=1}^k \frac{1}{D_i^2})^2}{k}}{k-1}}$	ONE FORMULA IS INCORRECT. THE CORRECTED FORMULA FOR D WILL BE UPDATED IN THE FINAL REPORT VERSION 1.2. (1/26/01)				SITUATION. (2/12/01)
575	AT&T **H	Performance	Statistics	4.4.3.4.1	A)What is the variance used in the above formulas on page 171? B)Was this aggregation scheme proposed because the TAM only had access to summary statistics and not to the actual raw data? C)Would the TAM recommend this aggregation scheme if the TAM had access to the raw data?	A) THE VARIANCE IS THE SQUARE OF THE STANDARD DEVIATION. B) NO, AGGREGATION ACROSS MONTHS WAS A POTENTIAL SOLUTION TO ANY CONCERNS OVER SAMPLE SIZES. C) ACCESS TO RAW DATA WOULD NOT AFFECT THIS DECISION. (1/26/01)	367	AT&T **	I was wondering your opinion of combining the data across months, just using a simple weighted average and a stratified estimate as opposed to this more elaborate scheme.	IF THE OBJECTIVE IS TO OBTAIN AN ESTIMATE WITH THE SMALLEST POSSIBLE VARIANCE OR STANDARD DEVIATION, AND THAT IS USUALLY THE OBJECTIVE, THEN THE LINEAR COMBINATION OF THE INDIVIDUAL ESTIMATES SHOULD BE SELECTED SO AS TO MINIMIZE THAT VARIANCE. THIS INVOLVES SAMPLE SIZE, BUT IT ALSO INVOLVES THE VARIANCE OF EACH ESTIMATE. ALL OF THE ESTIMATES BEING DISCUSSED HERE ARE SIMPLE WEIGHTED AVERAGES; THE DIFFERENCE IS IN THE SELECTION OF THE WEIGHTS. I WOULD SELECT

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										WEIGHTS TO MINIMIZE THE VARIANCE OF THE ESTIMATE. I DO NOT KNOW OF ANY STATISTICIAN WHO WOULD DO OTHERWISE. (2/12/01)
576	AT&T **H	Performance	Statistics	4.4.3.4.1	What is the exact modified chi-squared test to be applied? (Note: we assume that the TAM meant to write chi-squared, not "X-squared." The Greek letter chi looks like an X.)	THE X-SQUARED TEST IS ESSENTIALLY THE SAME AS THE FORMULA THAT APPEARS ON THE TOP OF PAGE 169 IN VERSION 1.0 OF THE FINAL REPORT / 2ND FORMULA ON PAGE 168 OF VERSION 1.1. (1/26/01)	368	AT&T	By the exact test, were you referring to Fisher's exact test? So if the sample was small, that might be a better test; would you agree?	Of course.
577	AT&T **H	Performance	Statistics	4.4.4	The report notes that in several instances, there was insufficient Pacific data to do the statistical analysis? Is this insufficiency due to data problems or to a lack of transactions?	DATA PROBLEMS (1/26/01)	369	AT&T **	Are those five examples of data problems that you experienced?	YES. (2/12/01)
578	AT&T **H	Performance	Statistics	4.4.4.1	The report indicates that TAM followed Pacific's convention in not testing benchmark measures for which there were fewer than 5 events? Did the 5 events cutoff apply to the number of Pacific events, the number of CLEC events, or both?	CLECS AND PSEUDO-CLECS. THERE WERE NO PACIFIC EVENTS TO CONSIDER FOR BENCHMARK MEASURES. (1/26/01)	370	AT&T	<p>Was there any type of cut-off for parity-based tests? Was five the number you used there as well?</p> <p>Was there ever a case of -- like after you combined it you said there's not enough data to do the parity tests?</p> <p>And for some of those times, was it still less than five?</p> <p>So for the parity, you had one statistic that would be all the CLECs versus Pacific? And the benchmarks, it seems like you are saying that you tested each CLEC against the benchmark.</p>	<p>There may be in the Rose tables an indication for parity tests that there is an indication of less than five. But in those cases, we combined overall CLECs and overall pseudo-CLECs. And so, in an effort to put out all the statistics we could, we would put them out.</p> <p>No, they were all reported.</p> <p>I'm guessing that it probably was. I'm less uncomfortable about the exclusion of less than five for the Z statistic. I think there's still information there.</p> <p>You're referring to the table that we spent a lot of time on this morning. But you can also</p>

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										aggregate benchmark data in the average sense over all the CLECs and over all the pseudo-CLECs, and that was done as well.
579	AT&T **	Performance	Statistics	4.4.4	The report notes that in several instances, there was insufficient Pacific data to do the statistical analysis? Is this insufficiency due to data problems or to a lack of transactions?	DATA PROBLEMS (DUPLICATE OF REFERENCE NUMBER 577.) (1/26/01)				
580	AT&T **H	Performance	Statistics	4.4.4	Page 173 refers to Appendix O. We were unable to view the statistical analysis in Appendix O.	THESE LINKS WERE INOPERABLE WITHIN PDF FORMAT. THESE SPREADSHEETS WERE LISTED SEPARATELY ON THE CPUC WEBSITE. (1/26/01)				
581	AT&T **H	Performance	Statistics	4.4.4.1	For parity or benchmark tests based on the proportion of successes, comparing the average success rate does not examine the magnitude of any failures. Was any comparative analysis done on the magnitude of failures across CLECs, ILECS, and Pseudo-CLECs?	NO (1/26/01)				
582	AT&T **H	Performance	Statistics	4.4.4.1	For percentage based benchmark tests, did the TAM employ the use of small-sample look-up tables? (These have been proposed by Pacific, CLECs, and the CPUC, though there is disagreement on the parameters used to construct the tables.)	THERE WERE NO BENCHMARK TESTS. (1/26/01)				
583	AT&T **H	Performance	Statistics	4.4.4.1	A)What is reported in Table 4.4.4-1? B)Are these the percentage of benchmarks that were met over all the months of data available?	A) RESULTS FOR EACH DATA POINT IN THE TABLE PROVIDE THE PERCENTAGE OF TIME THAT A CLEC OR PSEUDO-CLEC AVERAGE MADE THE BENCHMARK.	371	AT&T	Looking at the performance for one submeasure for ten months, if you were to look at each month's experience separately, you would wind up with ten data points, correct?	That's right. I think that if there are ten things, then there are ten things. Yes.

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					C)Are these calculated for measures that are “percentage benchmark” or “average benchmark” measures, or both?	B) THEY ARE THE PERCENTAGE OF "AVERAGE BENCHMARKS" MET OVER ALL THE MONTHS OF DATA AVAILABLE. C) AVERAGE BENCHMARKS (1/26/01)			And you'd have a pass or fail for each of those ten things, correct? If you aggregated the occurrences, which occurred during the ten months and calculated them against the benchmark, you would have one data point; correct. In other words, you added up all of the experiences into one period and performed your benchmark analysis against that?	I think what you are saying is if you treated all those ten months as just one period of time and added up all the events that occurred and then took the average from the average benchmark, there would be one average. This in appendix O, yes. No. You were giving me a hypothetical, which I was trying to answer. We combined all of the CLEC data together and found an average for a particular month and matched that against a benchmark.
584	AT&T **M	Performance	Statistics	4.4.4.3	A)For several performance measures, dramatically different standards apply to electronically handled orders and manually handled orders. Does Pacific choose how to handle the order? B)If so, was there any testing to see if a similar percentage of Pacific, CLEC, and Pseudo-CLEC orders were electronically handled?	A) PACIFIC DEFINED FLOW-THROUGH ELIGIBILITY IN ATTACHMENT D OF THE MTP DATED 10/15/99. B) NO. (1/26/01)				
585	AT&T **H	Performance	Statistics	4.4.4.18.2	There is a dramatic difference in billing accuracy for the Pseudo-CLECs and CLECs in March and September. Did the March and September data exhibit any other significant departures from the other data such as a large quantity of new customers or new orders?	NO SUCH ANALYSIS WAS PERFORMED. (1/26/01)				
586	AT&T **L	General	Issues	Appendix B.	Please explain the nature of the “emergency call from PB” concerning calls received from	(ISSUE 12) PB RECEIVED CALLS FROM FRIENDLIES REGARDING INSTALLATION				

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Ref #	Company	Topic	Subject Area	Rpt. Ref	CLEC Question	Question Response	Supp ID	Company	Supp Question	Supp Question Response
				2/11	customers. Please explain the actions taken by the TAM and what occurred when the team called all the customers.	ORDERS FOR NEW LINES TO THEIR RESIDENCES. PB INFORMED TAM TO AVOID FURTHER CALLS FROM FRIENDLIES TO PB PERSONNEL NOT FAMILIAR WITH THIS TEST. THE TAM CALLED ALL FRIENDLIES WHERE TEST CASES WERE PENDING TO REMIND THEM OF THE ACTIVITY. MOST FRIENDLIES REMEMBERED THE ACTIVITY, AND GAVE APPROVAL FOR INSTALLATION. (2/1/01)				
587	AT&T **H	General	Issues	Appendix B. 12/28	With regard to “friendlies” being solicited from “PB community partners”, please explain if the TAM engaged CLECs in finding solutions to the shortage of “friendly” test participants? If so, please provide documentation.	(ISSUE 12) THE TAM ENGAGED CLECS ON 2/9 VIA DISCUSSION AND A FRIENDLY SOLICITATION LETTER WAS PROVIDED. (2/1/01)				
588	AT&T **M	General	Issues	Appendix B 1/4/00 & 1/28/00	Please detail the information provided by the Pacific Account Manager on a daily basis. Also, please explain the statement “Pacific account manager is looking into whether the data being sent matches the usage on the bill.” Please describe all actions taken by the Account Manager in regard to this entry.	(ISSUE 31) A) INFORMATION WAS NOT RECEIVED DAILY FROM AM – REFERS TO DAILY USAGE INFORMATION DELIVERED TO THE TG ON A WEEKLY BASIS. B) THE AM VERIFIED THAT THE DAILY USAGE INFORMATION WAS INCLUDED IN THE WEEKLY SUBMISSION.(2/1/01)				
589	AT&T **L	General	Issues	Appendix B 4/20	Please explain the entry “TAM resources feel #3 is the real world.”	(ISSUE 36) THE TAM FELT #3 MORE CLOSELY RELATED TO MTP OBJECTIVES OF THE TEST. (2/1/01)				
590	AT&T **L	General	Issues	Appendix B,	Please identify where the zip code is found in the customer service record	THE ONLY ZIP CODE FOUND IN THE CSR IS IN THE BILLING SECTION. (2/9/01)				

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				Issue 41, 12/28						
591	AT&T **H	General	Issues	Appendix B, Issue 44 1/18 & 2/14 & 6/16	Please describe the decision made by the CPUC management regarding the testing of accounts less than 7 days old. Also, please describe in full the information received from Pac Bell and how the TAM verified the information it received from PB. Why did the TAM select accounts that were => 30 days old? Please fully describe the “unplanned” no dial tone cases. What was the cause of the no dial tone and how did this affect performance measures and / or observations?	<p>THE CPUC DECIDED THE TAM SHOULD FOLLOW THE DEFINITION FOR PERFORMANCE MEASURE # 17 AS STATED IN TABLE 6-4 OF THE MTP. [NO TROUBLE TRACKING OR EVALUATION WAS PERFORMED BY THE TAM UNDER THIS PM</p> <p>PACIFIC WAS QUESTIONED AS TO THE RESPONSIBILITY BY THE LOC TO ROUTE TROUBLES. THE TAM TESTED THE 800 NUMBER MENU TO ENSURE TROUBLES WERE ROUTED TO THE APPROPRIATE LOC.</p> <p>ACCOUNTS THAT WERE 30 DAYS AFTER MIGRATION WERE SELECTED TO TRACK FUNCTIONALITY UNDER PERFORMANCE MEASUREMENT 16.</p> <p>THE UNPLANNED NO DIAL TONE TEST CASES WERE SIMPLY TO TRACK THE FUNCTIONALITY OF THE PBSM SYSTEM AND DOCUMENT THE RESULTS IN SUPPORT OF THE POST SOC MLT TEST. THIS HAD NO IMPACT ON PERFORMANCE MEASUREMENTS. (2/12/01)</p>				
592	AT&T **H	General	Issues	Appe	Please explain how many of the	THE 325 ORDERS WERE ONLY				

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				ndix B, Issue 55	325 orders excluded from Performance measures were actually replaced with new test cases. If the number replaced is not 325 orders, please provide a detailed description as to why not. Please fully describe the verification performed by the TAM to insure the accuracy of each x-coded test case. Please explain what independent action the TAM took to check for x-coded orders or to verify the accuracy of raw data received from Pacific Bell.	EXCLUDED FROM PM 7. AS THE LOOP WITH PORT QUANTITY WAS ABOVE THE PLANNED QUANTITY AT THE TIME ONLY 150 ADDITIONAL ORDERS WERE REQUIRED TO REPLACE THE ORDERS EXCLUDED FROM PM 7. THE TOTAL LOOP WITH PORT ORDERS FOR THE TEST WAS 135% OF THE PLANNED QUANTITY. THE TAM FORWARDED THE X-CODED REPORT TO THE TG WHO COMPARED EACH PON WITH THEIR DETAILS OF THE TEST CASE. THE TAM MONITORED THE TG PROCEDURE TO USE STANDARD DUE DATES AND REVIEWED THE FINDINGS OF THE TG COMPARISON OF THE X-CODED REPORT. (2/12/01)				
593	AT&T **L	General	Issues	Appendix B, Issue 58	Please fully describe how the dispatch problem in DataGate was resolved.	PACIFIC UPDATED THE DATAGATE TEST BED WITH A DISPATCH QUERY THAT RETURNED THE EXPECTED RESULTS TO THE TG DEVELOPMENT TEAM. ONCE THE TG DEVELOPMENT TEAM WAS SUCCESSFUL IN DOING THE DISPATCH QUERY IN PACIFIC'S DATAGATE TEST BED THE ISSUE WAS CLOSED. (2/10/01)				
594	AT&T **L	General	Issues	Appendix B,	Please detail how the TAM and TG resolved the limbo orders issue in this entry. Also, please	THE TAM AND TG COLLECTIVELY RECONCILED THE TEST CASE STATUS IN				

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Ref #	Company	Topic	Subject Area	Rpt. Ref	CLEC Question	Question Response	Supp ID	Company	Supp Question	Supp Question Response
				Issue 66	provide supporting documentation used in this process that specifically identifies the specific PONs in “limbo” and the final resolution for each PON.	THE ORDER FOLDERS TO THE TG RESULTS THROUGHOUT THE TEST PERIOD. NO SUPPORTING DOCUMENTATION IS AVAILBLE, OTHER THAN THE TG ORDER ARCHIVES AND TAM TRACKING DATABASE SINCE LIMBO WAS NOT A DESIGNATED STATUS. (SEE REFERENCE NUMBER 383.) (2/12/01)				
595	AT&T **M	General	Issues	Appendix B, Issue 69	Please explain why no DS-1 orders were sent via LEX.	WHEN DS1 ORDERS WERE ISSUED, THE TARGET OF 20% OF TOTAL ORDERS ISSUED IN LEX HAD ALREADY BEEN SURPASSED. (2/12/01)				
596	AT&T **L	General	Issues	Appendix B, Issue 70, 7/21	Please specifically identify the e-mail from PB to TG referred to in this entry by date, time, sender and subject	THIS E-MAIL WAS SENT FROM PB’S AM TO THE TG ON 7/20/00 AT 4:24 EASTERN WITH A SUBJECT OF “RE: X-CODED ORDERS” 2/10/01				
597	AT&T **M	General	Issues	Appendix B, Issue 76, 6/23/00	Please explain the statement “There is too much work to include DS1 orders” and describe the work involved. Please describe the ultimate disposition of DS1 orders in the capacity test. If DS1 was not included, please detail the rationale.	A) THIS IS A TYPO IN THE ISSUE LOG. REFERS TO DSL (NOT DS1). ADDITIONAL WORK INCLUDED: 1) CHANGE BREAKDOWN MIX OF ORDERS ON SPREADSHEETS, 2) CHANGE HOURLY VOLUMES ON ORDER MIX SPREADSHEETS, 3) UNASSIGN AND REMOVE SEED ORDERS IN CAPACITY DATABASE FOR LOOP WITH PORT ORDERS TO DSL, 4) CREATE DSL ORDERS IN DATABASE AND SEND TO GEIS, 5) NOTIFY GEIS OF CHANGES (HAVE GEIS				

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						ELIMINATE LSR'S CREATED), 6) GEIS WOULD THEN NEED TO CREATE LSR'S FOR SEED ORDERS FOR DSL. B) DS1 ORDERS WERE INCLUDED IN THE CAPACITY TEST. (2/1/01)				
598	AT&T **M	General	Issues	Appendix B, Issue 76 all entries dated 8/18/00 or later	What information was feedback to Pacific regarding errors in pre-test capacity testing and how were the errors in pre-test analyzed, captured in Performance Measurement data or observations? Please explain if Pacific was aware of the dates that capacity testing would be run.	PACIFIC WAS PROVIDED WITH TG ERRORS ON THE ORDERS DURING THE CAPACITY TEST PRE-TESTING. ERRORS WERE ANALYZED AND COORDINATED WITH THE PACIFIC OSS TEST TEAM. THIS WAS PART OF THE NORMAL MTP PROCESS FOR CLEANSING THE ORDERS. PACIFIC WAS NEVER INFORMED OF ANY OF THE SCHEDULED CAPACITY TEST DATES. (2/1/01)				
599	AT&T **H	General	Issues	Appendix B, Issue 77, 8/18/00	Please expound on the CPUC criteria for "resource usage and not extending the test." as referenced in this entry.	THIS REFERS TO THE THIRD CRITERIA LISTED IN THE JACK LEUTZA LETTER DATA 4/17/00 WHERE 3 CRITERIA WERE DETERMINED TO BE UTILIZED BY COMMISSION STAFF TO ADDRESS ANY REQUESTS FOR OSS TESTING DATA. THE CPUC STAFF ALSO MENTIONED THIS CRITERIA AS ADDITIONAL REASONING TO NOT CONDUCT A PHASE 4 OF EB TESTING. (1/26/01)	171	AT&T	Is the April 17th, 2000 letter referred to in your answer included in the supporting documentation? So the CLECs would not have a copy of it?	No. Yes, they do. It was a letter from the Commission sent to all CLECs and distributed through the TAB information dissemination process.
600	AT&T **M	General	Issues	Appendix B, Issue 84, 9/15/	Please describe where the "hung" orders and post FOC error related problems are documented in the TAM report as performance data and / or observations.	SINCE THE ISSUE OF POST FOC ERRORS WAS ANALYZED AFTER COMPLETION OF THE TEST, ALL DOCUMENTATION REGARDING THIS ISSUE WAS DETAILED IN THE TG REPORT				

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601	AT&T **H	General	Issues	Appendix B, Issue 84 9/22/00	Please explain why this entry refers to a total of 121 stand-alone orders while Table 4.1.1-3 at page 53 refers to 143 total stand-alone directory orders.	ONLY. (2/1/01) TABLE 4.1.1-3 SHOWS A TOTAL OF 134 SOC'D STAND-ALONE DIRECTORY ORDERS. THE TOTAL OF 121 IN ISSUE 84 WAS THE NUMBER OF STANDALONE DIRECTORY SOCS RECEIVED BY THE TG AT THAT TIME. (2/12/01)				
602	AT&T **M	General	Issues	Appendix B, Issue 85, 10/6/00, 10/13/00	Please explain what, if anything, was discovered about the possibility that PB has "tweaked" the system since the last test. Please describe what Pacific reported finding in connection with errors experienced during the test.	THE TAM WAS TOLD BY PACIFIC THAT THEY DID NOT MAKE ANY CHANGES TO THEIR SYSTEM. PACIFIC'S RESPONSE WAS DOCUMENTED IN TAM FINAL REPORT SECTION 4.2.1.6.2, ITEM1. (2/1/01)				
603	AT&T **L	Functionality	POP	General	Please describe what actions were taken to investigate problems / issues or discrepancies that are noted in appendix I. For example, was a root cause investigation done on the abandoned order LPWP192001 to determine why "Pacific was not able to provide the TG with any helpful information"?	APPENDIX I DOCUMENTS OBSERVATIONS DURING THE TG ORDER ENTRY. THE TAM DID NOT DO ROOT CAUSE ANALYSIS. (2/1/01)				
604	AT&T **L	General	Appendices	Appendix 1 1/14/2000 A.	Did the order involve with this entry involve the use of RPON? If yes, please describe the problem and discuss how this order was classified, i.e., TG problem / TAM problem or PB problem.	THE STATEMENT IS NOT RELATED TO THE USE OF THE RPON PROCESS, RATHER THE TG WORKING A TEST CASE SCENARIO OUT OF SEQUENCE. THIS WAS CLASSIFIED AS AN INTERNAL TAM&TG PROCESS PROBLEM. (2/7/01)				
605	AT&T **L	General	Appendices	Appendix	Please describe your	THE TAM MONITOR				

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				ndix 1 1/24/2000 B.	understanding of the issue raised in this entry.	QUESTIONED IF THE ORDER DUE DATE WAS BEING CHANGE DUE TO THE DELAYED SOC TRANSMISSION. DUE DATES WERE NOT CHANGED DUE TO LATE SOC TRANSMISSIONS. (2/7/01)				
606	AT&T **L	General	Appendices	Appendix 1 1/24/2000 C.	This entry indicates that the TAM received a fatal error on an order. Please expound on why the TAM would have received the error and not the TG	THE FATAL ERROR WAS PASSED BACK TO THE TAM WHEN ENCOUNTERED BY THE TG. (2/1/01)				
607	AT&T **L	General	Appendices	Appendix 1 1/28/2000 C.	Please provide a further explanation of this entry? Is this issue captured elsewhere in the report as an observation? If yes, please advise as to where it can be found.	THIS ENTRY WAS RELATED TO AN EMBEDDED ACCOUNT NUMBER THAT WAS CHANGED BY PACIFIC WITHOUT NOTIFYING THE TAM. NO. THE TERM CABLE ID WAS MISUSED BY THE DAILY LOG REPORTER. THE PROPER ENTRY SHOULD HAVE BEEN TN OR TELEPHONE NUMBER. (2/9/01)				
608	AT&T **L	General	Appendices	Appendix 1 2/3/2000 A.	Please verify that the source data for this entry can be located in supporting documentation, (TG Daily Reports, Feb TG Logs, GEIS 020300.xls) and explain how these errors are captured in report observations and conclusions.	IT IS LOCATED IN THE SUPPORTING DOCUMENTATION: TG ORDER ARCHIVES. ZIP, GUI FAX ACCUM. ACTIVITY LOG.XLS. TAM FINAL REPORT OBSERVATION SECTION 4.1.1.2.7 ITEM D. (2/7/01)				
609	AT&T **H	General	Appendices	Appendix 1 2/24/2000 A.	This entry describes software patches and a release. Please explain why this issue was not raised to the TAB, why the TAB expedited change management process was not used and if	THE TAM ASSUMES THIS RELATES TO 2/4/00...THIS RELEASE WAS NOT IMPLEMENTED BY THE TG. IT WAS NOT USED BECAUSE IT WAS NOT A CHANGE				

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					Pacific Bell sent OSS Accessible Letters that describe the patches or software changes made to resolve this issue?	GENERATED BY TEST ORDERS. ACCESSIBLE LETTER CLECCS00-003 ISSUED JANUARY 14TH WAS ISSUED BY PACIFIC. (2/9/01)				
610	AT&T **M	General	Appendices	Appendix I 2/3/2000 A.	“The TAM had to deal with a large number of errors on service orders. The majority of errors are related to a customer address that was bad data received from Pacific.” Please provide further details about this entry including the specific number of orders, the root cause of the problem, how these events were captured in observations or Performance Measures and the ultimate disposition of these test cases.	THESE ERRORS WERE RELATED TO THE SERVICE ADDRESSES OF THE INBEDDED RETAIL ACCOUNTS. THESE ADDRESS CORRECTIONS WERE NOT APPLICABLE TO THE PSEUDO CLEC PERFORMANCE MEASUREMENTS. (2/7/01)				
611	AT&T **L	General	Appendices	Appendix I 2/17/2000 A.	Please explain the disposition of the test case involved with this entry. Was this problem limited to this single case? If not, how many other cases were affected by the failure to keep a CSR? What was the disposition of all other cases affected by this situation?	IT WAS DISCOVERED THAT UPON LINE MIGRATION TO THE PSEUDO CLEC THAT PER PACIFIC POLICY, DETAILED CSRS ARE NOT MAINTAINED FOR ANY CLEC CUSTOMER. THE TAM DOES NOT AGREE THAT THIS WAS A PROBLEM, HOWEVER, IT WAS TRUE OF EVERY MIGRATED LINE. IT WAS OBSERVED THAT THE TG WENT BACK TO TEST CASE FOLDER FOR THE ORIGINAL LINE MIGRATION TO OBTAIN ACCOUNT INFORMATION. (2/7/01)				
612	AT&T **M	General	Appendices	Appendix I	Please explain the significance of the system transaction	THE SYSTEM TRANSACTION DATE REFERRED HERE IS THE				

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				2/29/00 A.	completion date. Was a root cause analysis performed to determine why the system transaction date was 2/28/00 when the SOC was 12/10/99? Were there other occurrences of this situation? If yes, how many and what was the impact on the test observations and performance data?	DATE THE SOC WAS POSTED IN LEX. NO. YES. THERE WERE 23 LPWP OCCURRENCES. THESE OBSERVENCES WOULD HAVE BEEN CAPTURED IN PERFORMANCE MEASUREMENT 18 DATA. (2/7/01)				
613	AT&T **M	General	Appendices	Appendix I 2/22/2000 C.	Please explain this entry. There do not appear to be LNP orders on the Geis021000.xls spreadsheet.	AS STATED IN THIS ENTRY, THE TEST CASES WERE HANDED TO THE TG ON 2/10/00 AND WERE STILL NOT WORKED ON 2/22/00. (2/7/01)				
614	AT&T **M	General	Appendices	Appendix I 3/13/2000 A.	"The TG sent back the LNP and the XDSL order for today, due to a lack of training and procedural knowledge." Please describe the training and provide reference to the procedures used by the TG for LNP and XDSL orders.	THIS IS IN REFERENCE TO THE TG/CLEC INTERFACE PROCESS NOT YET BEING IN PLACE AND APPROVED. (2/7/01)				
615	AT&T **M	General	Appendices	Appendix I 3/21/00 A.	Please specifically describe the nature of the calls to the LSC/LOC to clear the PBSM cases. Please identify if and where this situation is captured in the observations.	THIS ITEM IS REGARDING PBSM TROUBLE TICKETS THAT HAVE NOT RECEIVED COMMITMENT DATES. SEE M&R SECTION 4.1.2.7 ITEM C. (2/7/01)				
616	AT&T **M	General	Appendices	Appendix I 3/21/00 D.	Was any verification performed to insure that the work around was inserted in the CLEC handbook as promised? Is the verification documented in supporting documentation? If yes, please identify where.	THIS IS NOT TECHNICALLY A WORK AROUND, BUT THE ACCEPTED WAY OF DOING A MOVE BETWEEN PACIFIC SORD REGIONS. SINCE THE TEST CONCLUDED PRIOR TO DECEMBER 2000, NO VERIFICATION OF CLEC HANDBOOK UPDATE WAS				

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617	AT&T **L	General	Appendices	Appendix I 3/29/00 A.	Please describe how Pacific responded following the referral of the two numbers supplied by Pacific for which no CLLIs could be located. Was this a pre-order query failure? If so, was this captured in the observations and performance measures?	PERFORMED. (2/7/01) PACIFIC REPLACED THE TEST NUMBERS. THESE FINDINGS WERE RELATED TO A DISCREPANCY IN THE EMBEDDED ACCOUNT SPREADSHEET, AND WERE OBSERVED PRIOR TO TEST CASE ISSUANCE SO NO PERFORMANCE MEASURE WAS AFFECTED.(2/7/01)				
618	AT&T **M	General	Appendices	Appendix I 4/11/00 B.	Please describe the root cause of the issue discussed and the impact that it had on observations and performance measure data.	DISCREPENCIES ON TNS FOR THE EMBEDDED TEST ACCOUNTS WERE REFERRED TO PACIFIC FOR CORRECTION. IMPACT WAS DELAYED TEST SCHEDULES, NO IMPACT ON PMS.(2/7/01)				
619	AT&T **M	General	Appendices	Appendix I 4/14A . & 4/18 A.	Please expound on why the LNPO and BASL orders could not be worked by the TG. What was the ultimate disposition of these orders?	THIS OBSERVATION IS CONCERNING THE APPROVAL OF THE TG/CLEC INTERFACE PROCESS. ONCE THE PROCESS WAS APPROVED THE LSR'S WERE PROCESSED BY THE TG(2/7/01)				
620	AT&T **M	General	Appendices	Appendix I 4/19 A.	What was determined to be the root cause of ACTLs being rejected by Pacific in error? Please describe how the "training issue in the LSC" was addressed by Pacific.	THE ROOT CAUSE DESCRIBED IN THE OBSERVATION WAS GIVEN TO THE TG FROM THEIR ACCOUNT MANAGER. THE TAM CANNOT ADDRESS PACIFIC INTERNAL TRAINING PROCEDURES. (2/7/01)				
621	AT&T **L	General	Appendices	Appendix I 4/28 C.	Why was it necessary for the name of the participating CLEC to appear on the order?	THE PARTICIPATING CLEC NAME WAS ADDED TO THE ORDER TO IDENTIFY THE CLEC WHOS FACILITY WAS BEING USED AND TO ALERT THE TG OF WHO TO CONTACT				

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						WHEN TESTING WAS REQUIRED. (2/7/01)				
622	AT&T **L	General	Appendices	Appendix I 5/12 A.	Please describe the discrepancy between the TG and TAM tracking databases and the impact on test cases, observations or performance measures.	PER ISSUE #43, THE ECCKT FIELD WAS ELECTRONICALLY SUBMITTED TO THE TAM FOR INCLUSION INTO THE DATABASE. WHEN THE ERROR WAS DISCOVERED, THE TAM CORRECTED THE DATABASE SCRIPT TO INCLUDE THE ECCKT. NO IMPACTS TO PERFORMANCE MEASURES. (2/7/01)				
623	AT&T **L	General	Appendices	Appendix I 5/16 A.	<p>This is the first entry where a TAM observer has reported actually observing the TG. Please explain why this is the first such observation made.</p> <p>Is this observation different from other daily observations?</p> <p>Please expound on exactly how the observers were carrying out their observations. What was being observed?</p>	<p>THIS WAS NOT THE FIRST OBSERVATION, OBSERVATIONS WERE PERFORMED DAILY.</p> <p>THIS OBSERVATION DIFFERS FROM OTHERS BECAUSE NO PROBLEMS WERE ENCOUNTERED IN THE PROCESSES FOR THAT DAY.</p> <p>THE TAM OBSERVATIONS OF THE TG'S DAILY PROCESSES BEGAN FROM THE PLACING OF THE TEST CASES IN THE TG'S INPUT BIN, THE PRE-ORDERING, ORDERING AND PROVISIONING QUERIES AS PERFORMED, AND THE OUTPUT AND RESULTS RECEIVED FROM THE TEST CASES ISSUED. (2/7/01)</p>				
624	AT&T **H	General	Appendices	Appendix I 5/16 b>	Please describe the “work around” that is mentioned in this entry. Also, please explain why the word “DATAGATE” appears	THE FLEXIBILITY IN VARIGATE TO SELECT SUBLOCATIONS FROM A LIST PROVIDED TO THE USERS CANNOT BE				

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					in parenthesis in this entry and the relation that DataGate has to this issue. Please fully describe the conflict that exists between addresses on service orders when entered in EDI.	DUPLICATED IN DATAGATE, BECAUSE IT IS NOT INTERACTIVE. (2/7/01)				
625	AT&T **H	General	Appendices	Appendix I 5/18 A.	Please fully describe the problem with APP to APP software, the root cause of the problem and corrective actions taken to resolve the problem.	IN THIS INSTANCE, THE TAM REPORTS DIFFICULTIES TO QUERRY TEST CASE STATUS FROM THE TG'S APP TO APP. THIS PROBLEM WAS INTERNAL TO THE TG EDI FRONTEND. (2/7/01)				
626	AT&T **H	General	Appendices	Appendix I 5/18 B.	<p>Please fully describe the root cause of the problem where 14 of 19 orders had not been correctly ported to the participating CLEC.</p> <p>Please describe what happened to these planned test cases.</p> <p>Also, were the original transactions noted as not having been properly completed?</p> <p>What was the impact of this discovery on the original 14 orders – were they counted as properly completed, an error against Pacific or excluded as test cases?</p>	<p>THE 14 ORDERS MENTIONED IN THE ENTRY WERE ABANDONED BY THE TG AND RE-ISSUED AT A LATER DATE. THE REASON THAT THEY WERE ABANDONED WAS THAT THEIR DESIRED DUE DATES CALLED FOR THEM TO BE PORTED ON A SUNDAY. THE PARTICIPATING CLEC DID NOT PROVIDE WEEKEND COVERAGE FOR THE TESTING.</p> <p>THE TEST CASES WERE RE-ISSUED.</p> <p>THE ORIGINAL TRANSACTIONS WERE POSTED AS ABANDONED BY THE TG AND CAN BE VERIFIED IN THE SUPPORTING DOCUMENTATION IN THE TG ORDER ARCHIVES.ZIP FILE.</p> <p>THE TEST CASES WERE RE-ISSUED. (2/9/01)</p>				

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627	AT&T **H	General	Appendices	Appendix I 5/18 C.	What was the root cause of no FOC on the LNPO orders mentioned in this entry? Please describe the impact this situation had on your performance data and / or observations.	THESE ORDERS WERE ENTERED TO TEST AN ADDRESS SITUATION AND WERE CANCELLED AFTER SUCCESSFUL ENTRY PRIOR TO THE FOC BEING RECEIVED. THERE WAS NO IMPACT ON PERFORMANCE DATA AND OBSERVATIONS. (2/9/01)				
628	AT&T **H	General	Appendices	Appendix I 5/19 B.	Please fully describe the database query recalculations made upon discovery that SOC is returned on cancelled orders.	THE TAM QUERIED THE TEST CASES STATUS VIA THE APP TO APP. (2/9/01)				
630	AT&T **L	General	Appendices	Appendix I 5/30 C.	Please describe the results of your research on SOC's returned with comments like "house burned down" . Also, please describe what you were told about PB process for orders that can not be completed. Did that information comport with your experience? If not, please fully describe.	THIS WAS ONLY ONE OBSERVATION MADE HERE. THIS WAS A CASE OF AN SOC, WHICH WAS RECEIVED AFTER PACIFIC HAD COMMUNICATED TO THE TG THAT THE LINE COULD NOT BE DELIVERED TO THE FRIENDLY ADDRESS BECAUSE THE HOUSE BURNED. NO FEEDBACK WAS RECEIVED NOR DOCUMENTED BY THE TAM ON THE TG FINDINGS. (2/9/01)				
631	AT&T **H	General	Appendices	Appendix I 6/5 A.	Please describe what, if any, observations were made about the ease with which an order could be issued and work one on an unauthorized number as referred to in this entry.	THE PACIFIC OSS TEST WAS CONDUCTED IN A LIVE ENVIRONMENT. ANY ACTIVE ACCOUNT NUMBER INCLUDED IN THE TEST BED LIST OR ENTERED INCORRECTLY WOULD HAVE EXPERIENCED SIMILAR RESULTS. (2/9/01)				
632	AT&T **L	General	Appendices	Appendix I 6/5 C.	Please describe the events related to this entry. What does it mean when the "customer was AT&T"? What does "there is no contact number" mean? What	THE FRIENDLIES WERE NOTIFIED OF A PENDING ORDER TO THEIR ADDRESS BY THE TAM ONCE THE TG RECEIVED THE FOC. THIS				

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					was the impact of this on the test cases?	ENTRY DESCRIBES AN ORDER TO AN AT&T ADDRESS WITHOUT THE FRIENDLY CONTACT NAME AND NUMBER. AS A RESULT, NO FOC CALLS COULD BE MADE. THE TEST CASE WAS RE-ISSUED TO ANOTHER ADDRESS. (2/9/01)				
633	AT&T **M	General	Appendices	Appendix I 6/13 A.	Please describe if you raised the issue addressed in this entry with the CLEC involved. If yes, what was the CLEC response? If no, why not? What was the impact of this issue on the test? Were any test cases spoiled by this situation?	THE ISSUE WAS RAISED WITH THE PARTICIPATING CLEC. THE PARTICIPATING CLEC VERIFIED THE CORRECT CAGE IDENTIFIERS. THERE WERE NO TEST CASES ISSUED FOR THE HOLLYWOOD CO. THERE WAS NO IMPACT TO THE TEST AND NO TEST CASES WERE SPOILED. (2/9/01)				
634	AT&T **H	General	Appendices	Appendix I 6/14 A.	Please fully describe this situation referenced in this entry. What role was the CLEC expected to play in the hot cut process? What does "None of the eight scheduled hot cuts have been worked by [CLEC]" mean?	THE ROLE OF THE CLEC IS FULLY DESCRIBED IN APPENDIX P-CLEC/TG INTERFACE PROCESS. IN THIS SITUATION, THE COORDINATION DID NOT TAKE PLACE AND THE TG REQUESTED PACIFIC TO DELAY THE CHC REQUEST. (2/9/01)				
635	AT&T **L	General	Appendices	Appendix I 7/11 A.	Please describe what happened to the test cases referenced in this entry. Were these test cases replaced by new test cases? If yes, please provide specific details in the supporting documentation.	THE TEST CASES WERE RE-ISSUED. REFERENCE GEIS 071000.XLS ACTIVITY LOG FOR A LIST OF THE TEST CASES. (2/9/01)				
636	AT&T **L	General	Appendices	Appendix I	Please describe the impact of this observation on your results and /	THIS WAS AN OBSERVATION FOR THE MONITORING TEAM				

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				7/11 B.	or observations. Please provide a reference as to where this appears in the TAM report. If it does not appear in the TAM report, please explain why.	TO SHARE KNOWLEDGE THAT RECEIVING A FOC ON THE TG DAILY REPORT DID NOT GUARANTEE A SOC. THEREFORE, THERE WAS NO IMPACT ON THE RESULTS AND/OR OBSERVATIONS. (2/9/01)				
637	AT&T **M	General	Appendices	Appendix I 7/17 E.	What is a “LOC MA”? Please describe the root cause of the issue referred to in this entry? What observations, if any, did the TAM make about the ability of Pacific’s OSS to handle this situation? If no observations were made, please explain why not.	LOCAL OPERATION CENTER MAINTENANCE ADMINISTRATOR. AT THE SCHEDULED CHC WITHIN THE PACIFIC CO, THE NETWORK TECHNICIAN TESTED NO DIAL TONE COMING FROM THE CLEC SWITCH. THE OSS ALLOWED CHANGES FOR RESCHEDULING THE CHC WHEN IT WAS DETERMINED THAT THE CLEC WAS NOT READY. (2/9/01)				
638	AT&T **H	General	Appendices	Appendix I 8/7 A.	Please explain the root cause of the no SOC referred to in this item? Please explain the impact this had on the performance results / observations.	THE TG HAD FAILED TO UPDATE THEIR LOG ON TIME. ONCE DISCUSSED WITH THE TG TEAM LEAD THE LOG WAS UPDATED WITH THE SYSTEM RESPONSE. (2/9/01)				
639	AT&T **H	General	Appendices	Appendix I 8/9 A.	“There was an order rejected by the LSC because of Line Sharing”. Please fully describe the order that was rejected. Also, fully describe the impact of this reject on performance measures / observations.	WHEN A TEST CASE WAS ISSUED AGAINST A FRIENDLY SERVICE ADDRESS, IT WAS DISCOVERED TO HAVE LINE SHARING ALREADY PROVISIONED. THE SERVICE ADDRESS WAS NOT USED FOR FURTHER ORDERS. (2/9/01)				
640	AT&T **H	General	Appendices	Appendix I	Please describe the root cause for the 147 orders that have not	THIS ENTRY SIMPLY STATES THAT THE TAM OBSERVED A				

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				8/16 A.	SOC'd. Also, please provide a reference to these orders in the supporting documentation. Please fully describe the impact of these orders on performance measures and TAM observations.	TG LIST HAVING TEST CASES THAT HAD NOT RECEIVED AN SOC. THIS WAS A 'SNAPSHOT' IN TIME AND DOES NOT REFLECT THE FINAL STANDING OF SOCS. THE TG UPDATED THE LIST WITH THE SOC ENTRIES. THEREFORE, NO ADDITIONAL DOCUMENTATION WAS INCLUDED AND PERFORMANCE MEASUREMENTS WERE NOT AFFECTED. (2/9/01)				
641	AT&T **L	General	Appendices	Appendix 8/16 B.	Please describe how this issue was addressed. What was the final disposition of this test case? Please provide a reference to this case in supporting documentation.	THE ECCKT INFORMATION WAS CORRECTED AND THE LSR WAS SUPPLEMENTED. FOR REFERENCE OPEN THE TG ORDER ARCHIVES, TGFINSPREADSHEETEDI.ZIP AND EDI ACCUM ACTIVITY. (2/9/01)				
642	AT&T **M	General	Appendices	Appendix I 8/18 A.	<p>Please explain how this situation could have occurred considering the work that was done to match addresses.</p> <p>What was the disposition of these test cases and what was the impact of this situation on the required number of test cases?</p> <p>Were these test cases replaced by new test cases? If yes, please provide a specific reference in supporting documentation. If not, please explain why not.</p>	<p>AS STATED IN THE OBSERVATION THE TAM SELECTED NINE ADDRESSES AND MATCHED THEM INCORRECTLY.</p> <p>THE TAM REQUESTED PACIFIC TO PROVIDE REPLACEMENT TEST ADDRESS LINES AND REPLACED THE TEST CASES.</p> <p>REPLACED TEST CASES ARE INCLUDED IN THE TG ORDER ARCHIVES.ZIP, TGFINSPREADSHEETEDI.ZIP AND EDI ACCUM ACTIVITY LOG FOR ASSL AND LNPL</p>				

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643	AT&T **L	General	Appendices	Appendix I 8/21 A.	Please describe the results of your investigation in to two previous SOC's on an EEL that required extended mileage charges. Also, please provide specific details of this test case.	PRODUCT TYPES. (2/9/01) THE TWO PREVIOUS SOC'S WERE TO THE SAME FRIENDLY ADDRESS. THE LSR'S WERE PROCESSED TO COMPLETION WHILE THE TG WAS UNAWARE THAT THE ACCOUNTS INCURRED MILEAGE CHARGES. ON THE THIRD OCCASION THAT THE FRIENDLY ADDRESS WAS USED THE TG WAS INFORMED BY THE LSC OF THE SITUATION. THE TAM DOCUMENTED THE OBSERVATION AS STATED AND PROCEEDED BY HAVING THE TG CANCEL THE LSR. (2/9/01)				
644	AT&T **L	General	Appendices	Appendix I 8/22 B.	Please describe the impact of this entry on performance measures / observations.	THIS INCIDENT HAD NO IMPACT AGAINST THE PERFORMANCE MEASUREMENTS SINCE THE CUSTOMER WAS NOT READY TO ACCEPT THE LOOP. (2/9/01)				
645	AT&T **L	General	Appendices	Appendix I 8/23 A.	Please describe the impact of this entry on performance measures / observations.	THIS INCIDENT HAD NO IMPACT AGAINST ANY OF THE PERFORMANCE MEASUREMENTS. AFTER FURTHER INVESTIGATION IT WAS DISCOVERED THAT THE REQUEST HAD BEEN SUPPLEMENTED AND THE DUE DATE WAS CHANGED TO 8/24. (2/9/01)				
646	AT&T **M	General	Appendices	Appendix I 8/25 B.	Please explain and provide specific references to supporting documentation that validates the TN had already been ported. Was this entry researched and found	THE DAILY TESTING LOG.ZIP, AUGUST CGE&Y LOGS.ZIP AND 0825DAILY LOG.DOC FOUND IN THE SUPPORTING DOCUMENTATION,				

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					to be accurate? If not, please describe the impact on performance measures & observations.	DOCUMENTS THAT THE TN WAS NOT AVAILABLE FOR THE TEST. YES. (2/9/01)				
647	AT&T **L	General	Appendices	Appendix 8/29 B.	Please explain the impact of this entry on performance measures & observations.	THIS INCIDENT HAD NO IMPACT AGAINST ANY PERFORMANCE MEASUREMENTS. AS INDICATED IN M&R SECTION 4.1.2.3, THIS EFFORT WAS A VARIANCE FROM THE MTP MADE DURING THE COURSE OF THE TESTING. (2/9/01)				
648	AT&T **L	General	Appendices	Appendix I 8/31 A.	Please explain the impact of this entry on performance measures & observations.	NO IMPACT. THE DISCONNECT ORDERS WERE CORRECTED AND COMPLETED AND INCLUDED IN PERFORMANCE MEASURES. (2/7/01)				
649	AT&T **L	General	Change Mgmt	TG GENERAL	Did any TG resources attend Pacific Bell Change Management Process Meetings or CLEC User Forums? If so, who attended and how many meetings?	NO (1/28/01)				
650	AT&T **L	General	Roles	TG 1.2.1	A)Did Pacific provide an OSS test environment as well as a production environment? B)Who were the Subject Matter Experts and escalation contacts, and what were their functional areas of expertise? C)Who comprised Pacific's Account Team that interfaced with the TG, and what were their responsibilities?	A) THERE WAS A DATAGATE TEST ENVIRONMENT AND AN EDI TEST ENVIRONMENT. LEX TEST ENVIRONMENT BECAME AVAILABLE WITH LEX 3.7.0 WHICH TG TESTED IN AUGUST 2000. B) ACCESS TO DATAGATE SME'S (MIDDLEWARE SUPPORT) WAS OBTAINED THROUGH IS CALL CENTER. EDI SME'S WERE ARRANGED THROUGH PACIFIC AM AS PART OF EDI JOINT TEST PROCESS.	172	AT&T	Are you aware of whether the access to the Datagate SMEs and the EDI SMEs are the same access that CLECs operating under a normal business circumstance would have had?	No, I am not aware other than to say that accessing Datagate SMEs was consistently via the IS call center, and they would make contact and bridge on calls and would participate on those calls with us. But, no, I do not know specifically that that is exactly the way other CLECs are handled.

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						C) ONE PRIMARY AM WITH ONE BACK-UP. THE BACK-UP ROLE CHANGED ONCE. (1/28/01)				
							173	WCOM	Earlier I believe you said there was a Pacific Bell employee at the IS call center who knew who GEIS was and GEIS's purpose. Was that the individual who arranged the bridged calls for you? When you called in, how did you identify yourself?	As far as I know, the answer is no. Again, I can't specifically say that when we were put on hold what happened. All I know is we got a regular call analyst, because a variety of people answer the phone at the IS call center, and we'd outline the problem and they would put us on hold and get the Datagate SMEs and put us back on the line. We identified ourselves as being representatives of one of a particular pseudo-CLEC that was having a particular problem at that time.
							174	AT&T	Did you give a name, an individual's name? Would the same individual be calling for different pseudo-CLECs? And presumably the phones were answered "Blackhawk."	Indeed, yes. We did our diligent best to see that different individuals would call on behalf of different CLECs. In fact, we had separate phone lines in our test facility with the name of the specific pseudo-CLEC on it, so when call-backs were made, they were made to different phone numbers to discriminate from one CLEC to another. Yes, and the name was on the phone.
							175	WCOM	Is there such a thing as an EDI managed introduction? Is that the same as an EDI test environment? For the pseudo-CLEC who's developing an operating interface with Pacific in an attempt to use EDI, how do you start? You would have say,	Yes. No. A joint implementation or a joint test plan is agreed to between Pacific and a particular CLEC -- in our case, pseudo-CLEC -- which we identify based upon the products that CLEC is planning to process test scenarios for each of the basic

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									1:00 o'clock call every day?	product types and activity types that the CLEC was planning to use. The test cases themselves would be built as necessary by the Pacific EDI SMEs in a test bed on the Pacific side, not in production, and we would perform a series of tests using those test cases and having daily calls with Pacific that our account manager would coordinate and basically monitor. That's correct. And we would do that and very carefully monitor how each test case was going. And where there were errors, we would be told what errors were, and we would resubmit them and inform Pacific we were resubmitting, and it was a very, very structured test. And it was not until Pacific said, yes, we had passed that test that they would allow us to move into their production environment, and that's where the managed introduction took place.
							176	WCOM	Could you just, in the same manner, describe what Managed introduction that was? Did you have these test PONs for every service order type in your pseudo-CLEC business plan? For something like basic loop with port going through LECs, for example, how many PONs would you have in your managed introduction? How did the test generator learn about the managed introduction process? Were you given an	We took a set of production orders and passed information between Pacific and ourselves and followed them through the process, again, with daily calls. We would send a spreadsheet each day to Pacific saying these are the PONs that we've sent today, and then we would have a call at a set time and we would go over them and see where we were with them and making sure that we knew what we were doing. Just

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									option whether to accept managed introduction or not? Do you know if the procedure for managed introduction was available to CLECs on the SBC-CLEC Website at the time you undertook your managed introduction?	the ones that we were planning on doing for that particular P-CLEC. They weren't tests. They were production at this point. 10 or 12. Through Pacific's account manager. No, it was our understanding that it was a necessary process to go through. We found no documentation on the Website or publicly available to CLECs regarding managed introduction.
							183	WCOM	What is your understanding of the exit criteria for Managed Introduction? The managed introduction process applies as you understand it, a CLEC's initiation of an OSS interface, correct? Did you undergo something similar to that with managed production orders when the interfaces were -- when a different version of an interface was implemented?	Again, there is no specific criteria documented that we were able to find. We were told and it was our experience that once we were able to process -- and, again, this is in qualitative terms -- orders basically error free of a specific product requisition type and activity type, then we would be past the managed introduction. So it was a qualitative measure. We were not certain when that would occur, but, for instance, if we were doing ten orders or so of a particular requisition type, activity type, and we had errors in the first couple of them, but we passed in the final, seven or eight of them, then generally we'd be given permission to move forward, but again, it's not specifically documented. That's my understanding. It would either be that or perhaps if a CLEC that was already established was moving into a different product area that they had not previously

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										performed orders. I do not recall having to go through a similar process for a new version of software.
651	AT&T **L	General	ExecSummary	TG 2.2	The first sentence states “The TG in their role as P-CLEC found Pacific's OSSs to be robust and reliable during the execution of both the OSS functional and capacity tests”. Yet the TAM report (page 7) contains a Category 1 recommendation for the Volume Stress Test to “conduct further analysis to determine why Pacific systems are generating systems exceptions”. Can the TG explain this apparent discrepancy?	THE TAM AGREES WITH THE TG THAT THE PACIFIC OSS ARE RELIABLE AND ROBUST. THE NUMBER OF SYSTEM EXCEPTIONS RECEIVED DURING THE CAPACITY TEST WERE NOT SIGNIFICANT ENOUGH TO NEGATIVELY IMPACT THE TAM'S OPINION OF THE ROBUSTNESS OF PACIFIC'S OSS, THE TAM FEELS THAT SYSTEM EXCEPTIONS SHOULD BE ADDRESSED AS STATED IN THEIR CATEGORY 1 RECOMMENDATIONS. (2/1/01)				
652	AT&T **L	General	ExecSummary	TG 2.2	The TG states that “Pacific's processes used to progress from test to production environments for the application-to-application OSS interfaces proved to be thorough, but were quite lengthy”. How long did it take the TG to move from test to production for the systems included in the OSS test?	SEE TG TIMELINE IN APPENDIX. (1/28/01)				
653	AT&T **L	General	ExecSummary	TG 2.2	How did the TG determine that “the most critical need is to improve available CLEC documentation”?	INCOMPLETE PACIFIC DOCUMENTATION WAS THE LARGEST SOURCE OF DELAY IN TG DEVELOPMENT TO ATTAIN FULL PRODUCTION STATUS. (1/28/01)				
654	AT&T **L	General	ExecSummary	TG 2.2	A)The TG notes that “Pacific needs to publish and maintain consolidated documentation describing how Pacific's business	A) SEE TG FINAL REPORT SECTION 5.2.4. B) ? SEE TG FOLLOW-UP				

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					rules differ from EDI standards." Were these deviations found in a variety of source documentation? B)How many and what type of deviations did the TG identify? C)What is the TG's assessment of the impact of these deviations in establishing OSS interfaces?	QUESTION AT&T #409 C) BASED UPON APPENDIX TGISSUE.DOC ISSUES 19-32, IT TOOK FROM 2-4 WEEKS TO ANSWER SPECIFIC RELATED TG QUESTIONS, ALTHOUGH THE NET IMPACT ON OVERALL TG DEVELOPMENT WAS MINIMAL, AS OTHER FACTORS, MOST NOTABLY DATAGATE PROVED TO BE THE CRITICAL PATH ACTIVITIES. (1/28/01)				
655	AT&T **L	General	ExecSummary	TG 2.2	What is the interval to start the LEX client application?	TG FINAL REPORT SECTION 5.5.3.3 STATES FIVE MINUTES OR MORE. (1/28/01)	177	AT&T **	Is there an outer limit that would help us better define "or more" in your answer?	ACTUAL TIMINGS WERE NOT TRACKED, BUT OUTER LIMIT WOULD BE LESS THAN 10 MINUTES. (2/12/01)
656	AT&T **L	PseudoCLEC	Start-up	TG 4.1.3	What was the BAN tabling problem?	THE PROCESS, FROM TG FINAL REPORT SECTION 5.1.3.2: H). PACIFIC SET-UP BAN TABLES: 1. TG PROVIDES SEPARATE BILLING ADDRESS FOR EACH P-CLEC TO TAM. 2. TAM REQUEST BANS THROUGH CPUC. 3. TAM PROVIDES BANS TO PACIFIC. 4. PACIFIC LOADS BANS FOR THE FOUR P-CLECS IN PACIFIC BAN TABLES. FROM TG FINAL REPORT SECTION 5.1.3.3: ONCE PACIFIC HAD ENTERED THE DESIGNATED BANS, THE				

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						TG ATTEMPTED TO ENTER THE FIRST LEX ORDER USING AN APPARENTLY CORRECT BAN. WHEN THE ORDERS FAILED, THE TG CALLED THE ISCC ON DECEMBER 2, 1999 (VANTIVE TICKET #2386934). THE CAUSE WAS IDENTIFIED AS AN INCORRECT BAN TABLE ENTRY ON THE PACIFIC SIDE. THE PROBLEM WAS CORRECTED AND THE TICKET WAS CLOSED ON DECEMBER 9, 1999, WHEN THE FIRST P-CLEC LEX ORDER SUCCESSFULLY PROCESSED. (2/2/01)				
657	AT&T **L	Processes	Documentation	TG 4.2.3	The TG states that the course of the OSS test covered the period 9/23/99 through 10/31/00. What Pacific OSS releases did the TG implement during this period, and what were the TG's findings?	MOST NOTABLE TG EXPERIENCES IN THIS AREA INCLUDED TG UPGRADE FROM DATAGATE 8.0 TO 10.0 IN JULY 2000 DUE TO IMMINENT RETIREMENT OF 8.0, WITH NO ISSUES. TG PARTICIPATED IN EDI/LSR PRE-TEST PRIOR TO 8/12/00 RELEASE WITH NO ISSUES. TG RECEIVED TOOLBAR, VERIGATE, LEX RELEASES VIA DOWNLOAD AT SIGN-IN, WITH NO ISSUES EXCEPT TOOLBAR 6.0.0 INCIDENT REPORTED IN VANTIVE TICKET #3717808 REPORTED 8/21/00 (SEE TG FINAL REPORT SECTIONS 4.5.1.3 AND 4.9.1.3). (2/2/01)				
658	AT&T **L	Processes	Documentation	TG 4.2.5	Did the TG contact the IS Call Center regarding system outages when the LSC information proved inaccurate? What is the impact of	TG MEMORY IS THAT WE GOT OUT OF DATE INFO ON THE VRS SYSTEM OUTAGE MESSAGE ONCE OR TWICE				

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					the frequency and duration of the outages on the OSS test?	AND CALLED FOR UPDATED INFORMATION, BUT BEYOND THAT DON'T RECALL ANY CONTACTS. OUTAGE IMPACT ON THE TEST WAS NEGLIGIBLE (1/26/01)				
659	AT&T **L	General	Training	TG 4.3	Did the course description of the DataGate class indicate that “related OSS applications” would be covered? What was “the due date application the P-CLEC students were testing in the class exercises”? Did the TG encounter the “problem with the DataGate API” during the course of the OSS test? If so, how was it resolved, and what was its impact on the conduct of the test?	<p>TG DOES NOT HAVE A COPY OF THE "COURSE DESCRIPTION" OR SIMILAR AND DON'T RECALL WHETHER "RELATED OSS APPLICATIONS" WERE SUPPOSED TO BE COVERED. IN THE COURSE INTRODUCTION THE PRESENTER MADE IT VERY CLEAR HE WOULD BE COVERING ONLY THE DATAGATE INTERFACE TO THE SUPPORTED OSS APPLICATIONS AND NOT THOSE APPLICATIONS THEMSELVES.</p> <p>THE "DUE DATE APPLICATION" IS THE OSS APPLICATION BEHIND THE DATAGATE "FLEXIBLE DUE DATE (FDD)" FUNCTION DESCRIBED IN THE CLEC ACCESS DEVELOPER REFERENCE GUIDE.</p> <p>TG ENCOUNTERED "THE PROBLEM WITH THE DATAGATE API" IN THE COURSE. THE COURSE WAS SUPPOSED TO RUN 2 DAYS (8/31/99-9/1/99) BUT WE FINISHED THE PRESENTATION AND THE EXERCISES IN MID-</p>				

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						<p>AFTERNOON ON THE FIRST DAY. THE TG TEAM ASKED IF WE COULD STAY ON AND EXPERIMENT WITH THE API IN THE CLASSROOM TEST ENVIRONMENT. THE INSTRUCTOR AGREED AND MADE ARRANGEMENTS FOR SOMEONE TO SUPERVISE US THE NEXT DAY.</p> <p>DON'T RECALL WHICH FUNCTION EXHIBITED THE PROBLEM BUT DO REMEMBER THE NATURE OF THE PROBLEM. IN THE RESPONSE, TG WAS UNABLE TO UNPACK THE DATA STRUCTURE IN CLASSROOM TEST ENVIRONMENT. THE INSTRUCTOR WAS ABLE TO DO SO IN HIS INTERNAL ENVIRONMENT. HE CALLED A COLLEAGUE TO INVESTIGATE BUT WAS UNABLE TO GET A RESOLUTION BEFORE WE LEFT ON THE SECOND DAY. CHOSE ANOTHER FUNCTION AND WAS ABLE TO CONTINUE EXPERIMENTING SUCCESSFULLY.</p> <p>SEVERAL DAYS AFTER WE RETURNED THE PROBLEM WAS RESOLVED BY SBC. A CERTAIN FIELD IN THE RESPONSE TRANSACTION OF THE FUNCTION IN QUESTION HAD BEEN DEFINED DIFFERENTLY IN THE SERVER AND THE CLIENT INTERFACES. BELIEVE IT WAS DEFINED AS "OPAQUE"</p>				

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						ON THE SERVER SIDE AND "CHARACTER" ON THE CLIENT (OUR) SIDE. I SUSPECT THEY HAD CONVERTED MOST OF THE "CHARACTER" FIELDS TO "OPAQUE" WHEN CREATING THAT RELEASE AND JUST MISSED THIS ONE FIELD ON ONE SIDE BY ACCIDENT. ON 9/9/99, WE WERE GIVEN NEW FILES BY SBC FOR THE CLIENT SIDE (THINK IT WAS JUST HEADER SOURCE) AND THE PROBLEM WAS RESOLVED. - THE IMPACT ON THE CONDUCT OF THE TEST WAS MINIMAL. TG WAS NOT READY TO EXECUTE THE FUNCTION IN QUESTION AS PART OF THE TEST FOR SEVERAL WEEKS. AFTERWARDS. WERE JUST CONFIRMING EVERYTHING WORKED AS EXPECTED. (1/28/01)				
660	AT&T **L	Development	OSS Interconnection	TG 4.4.3	What is "the TG Super Center in Ohio"? Can the TG explain its relation to the OSS test – i.e., how many TG employees were involved, their names, specific functions, professional qualifications?	THE TG SUPER CENTER IS A 24/7 GXS COMMERCIAL HOSTING ENVIRONMENT THAT IS LOCATED IN OHIO. THE TG EMPLOYEES INVOLVED WITH THIS TEST WERE NETWORK ENGINEERING AND OPERATIONAL SUPPORT PERSONNEL (2/10/01)				
661	AT&T **L	Development	OSS Interfaces	TG 4.5.3	The TG states that "for the most part, LEX adheres to LSOG standard formats". What were the exceptions, and what was the	P*B MANAGES THE FOLLOWING WITHIN THE /RMK= AREA OF THE LSR: VTE = VIRTUAL TELEPHONE				

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					impact to the OSS test?	EXCHANGE (MY NOTES STATES OUT OF SCOPE PER P*B 09/30/99 LUC = LISTING UPDATE CODE Y = LISTING INFO IS INCLUDED IN THIS LSR, N = LISTING INFO IS NOT APPLICABLE TO THIS LSR, A = LISTING INFO. WILL BE CONVERTED "AS-IS", UNLESS SPECIFIED ON THE ORDER BY TAM WE USED THIS ONE. EUC = E911 UPDATE CODE Y = P*B WOULD PROVIDE E911 UPDATE (UNLESS SPECIFIED ON THE ORDER BY TAM, WE USED THIS). N = CLEC WOULD UPDATE THE E911 DATA BASE ECC = E911 CUSTOMER CODE ASSIGNED BY THE CLEC (WE USED 303 ALWAYS, NO EDIT CHECKING IN THIS FIELD) NENA = NATIONAL EMERGENCY NUMBERING ASSOC XXXX (I THINK THIS WAS ESTABLISHED BY ACCOUNT MANAGER AT THE ESTABLISHMENT OF EACH CLEC????) ATR = ACCEPTANCE TEST REQUIRED – TEL. # OF THE TEST ROOM, TO ALLOW P*B TO CONTACT US FOR TESTING TRANSID = NOT SURE, BUT DON'T THINK TG USED ALL THESE WERE/ARE DOCUMENTED IN THE LSOR OR ACCESSIBLE LETTERS. NO IMPACT TO THE OSS TEST				

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662	AT&T **L	Development	OSS Interfaces	TG 4.5.4	A)The TG states that “for the majority of test cases, the TG found the PBSM easy to use.” Can the TG provide examples of exceptions and estimate their impact on the OSS test? B)The TG states that “There were instances when TG cancelled trouble tickets and the Pacific employees would, as a courtesy, call to inform the P-CLEC there was trouble on the line and question whether to actually cancel the report.” Was this LOC contact a deviation from standard procedures? C)Did the TG determine why accounts are not accessible via PBSM for 12 hours after SOC? D)Is the partial ticket workaround available to all CLECs? E)What was the average delay encountered when using the workaround – i.e., how long did it generally take the LOC to contact the pseudo-CLEC to verify the information and generate the trouble ticket?	(1/26/01) A) THE PARTIAL TICKET WORKAROUND WAS CUMBERSOME AS SOME OF THEM APPEARED IN PBSM SO YOU COULD VIEW THEIR STATUS BUT SOME DIDN'T AND HAD TO BE HANDLED VIA PHONE CALLS TO THE LOC. B) TG DOES NOT KNOW IF THIS IS A PACBELL STANDARD PROCEDURE, THEY WOULD HAVE TO ANSWER THAT QUESTION. IT OCCURRED SEVERAL TIMES WHEN TG CANCELLED TROUBLE TICKETS. C) IN WORKING WITH THE TAM IT WAS DETERMINED THAT NOT ALL PACBELL BACK END SYSTEMS UPDATED RECENT ACTIVITY ON THE ACCOUNTS UNTIL APPROXIMATLY 12 HOURS AFTER THE SOC. D) TG EXPECTS SO BUT CANNOT CONFIRM THIS. E) THE TAM TRACKED THE DATA ON ALL TROUBLE TICKETS SO THEY CAN BETTER ANSWER THIS ONE. THERE IS AN INFORMATIONAL MESSAGE RETURNED TO THE PBSM USER FOR PARTIAL TICKETS, IT ADVISES THE USER IF THEY DON'T HEAR FROM PACBELL WITHIN TWO	179	XO **	In Answer E it seems to indicate that the TAM might have information on this, the test generator was not able to answer the question completely. Can the TAM answer this?	THE TAM WAS NOT DIRECTED TO PERFORM A STUDY OF THE GENERAL TIME FRAME FOR LOC CONTACT. THIS INFORMATION IS LOCATED IN THE M&R ORDER FOLDERS FOR EACH TROUBLE TICKET (2/12/01)

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						HOURS TO CONTACT THEM. (1/28/01)				
663	AT&T **L	Development	OSS Interfaces	TG 4.5.5	For how many orders did the TG perform the E911 update? Was the connection to the MS gateway dial-up or direct?	14 ORDERS DIAL UP (1/26/01)				
664	AT&T **L	Development	OSS Interfaces	TG 4.5.5	What recourse would CLECs who want to use the 911 Gateway have if they encountered similar problems?	PACIFIC SHOULD IMPROVE THEIR SUPPORT AS RECOMMENDED (1/26/01)				
666	AT&T **L	Development	OSS Interfaces	TG 4.5.6	<p>What does this statement mean: "Currently it provides meta-services to support interconnection of CLEC operations support applications in a similar fashion?"</p> <p>What was the impact of a "less efficient and reliable interface" (i.e., Datagate) on the OSS test – particularly in light of the fact that the majority of pre-order queries were entered through Datagate, both for the functionality and capacity tests?</p>	<p>HIS STATEMENT, TAKEN IN PROPER CONTEXT WITH THE PREVIOUS SENTENCE IN THE TG FINAL REPORT, MEANS THAT DATAGATE PROVIDES CLECS SIMILAR ACCESS TO PACIFIC PRE-ORDER DATA AS PACIFIC ITSELF HAS WHEN USING DATAGATE. (2/12/01)</p> <p>THIS STATEMENT WAS MADE FROM A HUMAN PERSPECTIVE, COMPARING THE RELATIVE DIFFICULTY USING DATAGATE VERSUS VERIGATE. MIGHT BE BETTER WORDED AS "LESS USER-FRIENDLY" THAN VERIGATE. SEE SECTION 5.5.6.3 FOR EXAMPLES OF THE ISSUES ENCOUNTERED. THE IMPACTS INCLUDED DOCUMENTED DELAYS ASSOCIATED WITH DEVELOPMENT AND TESTING OF DATAGATE, AND THE IMPACT NOTED IN ASSOCIATED VANTIVE TICKETS. (2/12/01)</p>				

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667	AT&T **L	Development	Application	TG 4.6.1	A)Area 1 – Did the TG modify its interconnection matrices to support LSOG V3? B)If not, what impact did this have on the OSS Test?	A) THE OUTBOUND INTERCONNECTION MATRIX WAS BUILT BASED ON LSOG3, SOSC3, TCIF8 AND X.12 V3072. THE ONLY MODIFICATIONS MADE TO THIS MATRIX AFTER THE INITIAL BUILD, WAS BASED ON NEW INFORMATION AND/OR FIELDS RELEASED BY P*B VIA ACCESSIBLE LETTERS. THE INBOUND INTERCONNECTION MATRIX WAS ALSO BASED UPON THE ABOVE, WITH THE CAVEAT THAT THE EDI MAPPING FOR THE INBOUND REQUIRED SEVERAL DISCUSSIONS WITH P*B TO SECURE ALL THE NECESSARY EDI INFORMATION. B) THE INTERCONNECTION MATRICES ARE SIMPLY AN AID GXs USES IN UNDERSTANDING EXACTLY WHAT IS TO BE EXCHANGED WITH THE ILEC. IF AT&T IS QUERYING THE IMPACT ON THE PROJECT OF PACIFIC'S PROPRIETARY VARIATIONS TO LSOG3 THEN THE ANSWER TO THIS SPECIFIC QUESTION IS "NONE" SINCE GXs ALWAYS GOES THROUGH THIS STEP AND EVERY ILEC IS SOMEWHAT UNIQUE. (1/28/01)				
668	AT&T **L	Development	Application	TG 4.6.3	What constitutes “GXs' general industry knowledge” and how	GXS HAS SERVICE OFFERINGS THAT PROVIDE				

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					does it apply to DataGate interface development? Were the revised test bed, documentation and software Pacific developed in response to the TG's problems encountered in testing DataGate in the DataGate Test Bed shared with all CLECs, and if so, how was this information communicated?	GATEWAY AND INTERCONNECTION SERVICES AND SOFTWARE BETWEEN CLECS AND ILECS. GXS HAS ALSO PROVIDED CONSULTING SERVICES TO ILEC'S TO ASSIST CLECS TO INTEGRATE ORDERING, EDI, AND PRE-ORDERING, DATAGATE, PROCESSES. TG HAS NO DIRECT KNOWLEDGE OF WHEN OR HOW PACIFIC COMMUNICATED THESE CHANGES (2/10/01)				
669	AT&T **L	Development	Application	TG 4.6.4	What were the "selected functions that might be required by a typical CLEC" for which MOSS was designed and implemented? How did the TG determine what these functions were? How much "additional effort" was required for development because of "the absence of a comprehensive source of EDI inbound responses, and lack of a single source document of Pacific's exceptions from EDI standards"? How much delay does the TG estimate this additional effort added to establishing the DataGate interface?	THE MOSS WAS DESIGNED AND IMPLEMENTED TO INTEGRATE THE PREORDERING AND ORDERING FUNCTIONS FOR THE APP-TO-APP PART OF THE OSS TEST. THE PRINCIPAL FUNCTION OF MOSS WAS TO RETRIEVE PREORDRE INFORMATION AND THEN POPULATE THE PROPER ORDER FIELDS ON AN LSR FORM. THE MOSS WOULD THEN TRANSPORT THE LSR FORMS TO THE GATEWAY SERVER FOR TRANSLATION INTO TA AN EDI FILE. MOSS ALSO SERVED THE FUNCTION OF PROVIDING A REPORTING CAPABILITY ON THE ORDER ACTIVITY AND STATUS, ALONG WITH AD-HOC REPORTS ON THE PROGRESS OF TEST CASES OR PONS THROUGH THE ORDERING				

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						PROCESS. THE TG BUILT THE DATAGATE PREORDERIG FUNCTIONS BASED ON THE DATAGATE DOCUMENTATION SUPPLIED BY PACIFIC ORDERING FUNCTIONS WERE BASED ON PACIFIC'S LSOR AND EDI DOCUMENTS, ALONG WITH TELCO STANDARDS SUCH AS LSOG THIS DELAY WAS APPROXIMATELY 3 WEEKS. THIS DELAY DID NOT ADD TO THE DATAGATE DELAY AS EDI DEVELOPMENT WAS INDEPENDENT OF THE DATAGATE WORK AT THIS TIME. 2/10/01				
670	AT&T **L	Development	Joint EDI Test	TG 4.7.1	Who comprised the Pacific EDI Test Team and what were their functional areas of expertise?	THE PACIFIC EDI TEST TEAM INCLUDED A TEST COORDINATOR, AN OSS MANAGER, AN EDI SPECIALIST, AN EDI CONNECTIVITY SPECIALIST, AND A PRIMARY AND BACK-UP PACIFIC TEST SPECIALIST, WORKING WITH THE PACIFIC ACCOUNT MANAGER (2/12/01)				
671	AT&T **M	Development	Managed Introduction	TG 4.7.2	The third paragraph states that "Apparently MI is an undocumented process that is dependent on the CLECs Pacific AM to suggest to obtain a CLEC's participation". This seems to imply that MI is a voluntary process, yet the first paragraph says that "MI must be completed with official sign off from Pacific." Can the TG clarify this? On page	THE TGs UNDERSTANDING IS THAT MANAGED INTRODUCTION IS NOT VOLUNTARY AND DOES NOT INTEND TO IMPLY THAT IT IS. THE OVERALL EXPERIENCE BEING SATISFACTORY DOES NOT IN THE TGs OPINION REFUTE THE STATEMENT THAT THE NO (2/10/01)				

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					13 of its report, the TG states that “Pacific’s processes used to progress from test to production environments for the application-to-application OSS interfaces proved to be thorough, but were quite lengthy”. How does this statement coincide with the TG’s comment in this section that “Overall the experience was satisfactory”? Did the TG suggest methods to Pacific for shortening the MI interval?					
672	AT&T **M	PseudoCLEC	Order	TG 4.8.2	Why were the majority of LPWP orders submitted via GUI? When the TG was unable to reconcile the “intermittent problems” with LPWP change orders to add or delete features, were these orders canceled? How many orders were involved?	TG NOT RESPONSIBLE FOR SCHEDULING OF ORDERS OR DECIDING WHAT MEDIUM TO USE. SOME OF THE ORDERS WERE CANCELLED WHILE OTHERS COMPLETED 11 (IN WORKSHOP TG MAY HAVE STATED A SMALLER NUMBER; IN DEPTH RESEARCH NOW HAS THIS AS FINAL NUMBER). (2/10/01)				
673	AT&T **H	PseudoCLEC	Order	TG 4.8.2.2	A)Why weren’t any SDIR orders sent via EDI? B)What is the web-listing interface? C)How many orders contained post-FOC errors where Pacific failed to contact the pseudo-CLEC?	A) TG WAS PREPARED TO ENTER SDIRS EITHER VIA EDI OR LEX (FAX WAS NOT AN OPTION). AT THE LATE STAGE OF THE TEST WHEN SDIRS WERE READY FOR TEST, LEX WAS DETERMINED TO BE THE MOST EXPEDIENT APPROACH B) THE LINK WITHIN THE CLEC.SBC.COM WEB SITE TO THE LISTING INTERFACE C) THE TG ATTEMPTED SIX ORDERS WITH INTENTIONAL	186	AT&T	Can you explain how you determined and why LEX was the most expedient approach? What impact would there have been to using EDI? Primarily because it appears that you were, based on the first part of your answer, prepared to use either. The acceptance we're asking about is that, the last in that section, which states, "Although a new M&P was implemented by Pacific to call a CLEC for post-FOC error SDIR orders, the TG did not receive the expected calls from	One. Following the announcement in that TAB meeting in early September of 2001, Pacific stated that they had instituted a new process for post-FOC errors for stand-alone directory listing orders, which is request type J. The test generator worked with the test administrator to create and submit orders to intentionally cause post-FOC errors in this type of order. We first submitted a batch of three of them with errors that we

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						ERRORS. ONLY ONE OF THESE CAUSED A POST-FOC ERROR, AND NO CALL WAS RECEIVED FROM PACIFIC. TG CALLED PACIFIC TO DETERMINE THERE WAS AN ERROR ON THIS ORDER. SEE TG FINAL REPORT SECTION 5.8.2.4..2 FOR DETAILS. (1/28/01)			Pacific when post FOC errors were induced." And our question was: How many orders contained post FOC errors where Pacific failed to contact the pseudo CLEC? I'm not sure I understand the answer that the TG attempted six orders with intentional errors.	thought would cause post-FOC errors, and they all completed. We subsequently tried again. We communicated with our account manager to make sure that we understood what would cause this type of error, and we submitted another batch of three orders. And of that second batch of three orders, one of them did indeed, cause a post-FOC error, but yet we did not receive a call from Pacific on that order. We had to follow up with Pacific and query and identify that an error had occurred. We had completed testing at the time that we had found out about the new M&P at Pacific. So all of these stand-alone directory listings that Mr. Mackey is talking about were actually done after test end. So these would have been done in this September/October time frame. They were not counted toward our orders that we needed for our sample sizes. We were with the approval of the Commission, sending in additional orders strictly to test this M&P change
674	AT&T **H	PseudoCLEC	Order	TG 4.8.2.3	Why were only 2 BASL orders sent via the GUI, and none via FAX? On how many orders did Pacific return the "ECCKT not found" error? Did the TG attempt to resolve the problem with Pacific, or just cancel the orders?	THE TG WAS NOT INVOLVED IN THAT DECISION THREE ORDERS ATTEMPTED TO RESOLVE, BUT ORDERS HAD TO BE CANCELLED (1/26/01)	180	XO	With regard to the first question -- the first part of the question that we had: "Why were only 2 BASL orders sent via GUI and none via fax?" That answer says, "TG was not involved in that decision." That implies to me the test administrator was the one who made that decision. So that still	The quantities as the test generator reported them had to do with the availability of the interface, and the fact that, as we discussed in the previous workshop, UNE loop of core orders were generated first, and during the time we were collecting service addresses as well as

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									leaves then the question and answer why were only two sent through GUI and none through fax?	collocation facilities, causing UNE loops to be issued towards the end of the test.
675	AT&T **M	PseudoCLEC	Order	TG 4.8.2.4	Why were only 5 ASSL orders issued via the GUI, and none via FAX?	THE TG PROCESSED ORDERS THEY WERE GIVEN. UNABLE TO COMMENT (1/26/01)				
676	AT&T **M	PseudoCLEC	Order	TG 4.8.2.5	Why were no DS1L orders issued via GUI or FAX? Did the TG determine if it is normal practice for Pacific not to issue a SOC until loop testing is complete? How is this accounted for in performance measures? Who comprised the TG Control Tracking Team and how were these individuals selected? Can the TG explain the problem on the DS1 order "where Pacific initially rejected the order because the CO Location area had fiber belonging to another company?" What workaround did the Pacific technician devise to complete the order?	TG NOT RESPONSIBLE FOR ORDER SCHEDULING OR DECISIONS ON WHICH MEDIUM TO USE. TGs UNDERSTANDING IS THAT IT IS PACIFIC POLICY NOT TO ISSUE SOCS ON DS1 ORDRS TILL TESTING COMPLETE. TG DID NOT EXPERIENCE ANY EXCEPTIONS TO THIS RULE. TG NOT RESPONSIBLE FOR PERFORMANCE MEASURES. TG CONTROL TRACKING TEAM CONSISTED OF THREE INDIVIDUALS ALL OF WHOM HAD EXTENSIVE TELECOM EXPERIENCE AND ALL OF WHOM HAVE EXPERIENCE AS SOFTWARE TESTERS. SELECTED BASED ON KNOWLEDGE AND EXPERIENCE. TG SPOKE DIRECTLY WITH PACIFIC TESTER ON THIS ISSUE. TG WERE TOLD THAT PACIFIC SYSTEM HAD SHOWN THAT ADDRESS WAS ON FIBRE AT THE END LOCATION. THE TECH GOT TO THE PREMISES AND FOUND THAT THE FIBRE WAS FOR INFONET, SO HE COULD NOT TIE DOWN A NAPA ORDER ON				

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						THIS EQUIPMENT. TESTER TOLD TG THAT NORMALLY A TLINK TERMINATES AT AN MPOE, BUT IN THIS CASE IT TERMINATED AT THE FIBRE THE TECH RE-DESIGNED THE NETWORK INTERFACE SO THAT PACIFIC WOULD BE ABLE TO PERFORM A TIE DOWN FOR NAPA (APPARENTLY THIS MEANT INSTALLING SOME KIND OF COPPER TO TIE CONNECTION DOWN TO). (2/10/01)				
677	AT&T **L	PseudoCLEC	Order	TG 4.8.2.6	On page 11 (Table 2.1), the TG shows 314 DSL loop orders. Is the correct number 312 or 314? Is this section saying that Pacific did not perform acceptance testing?	THE CORRECT TOTAL IS 314 NO, THIS IS NOT SAYING PACIFIC DID NOT PERFORM ACCEPANCE TESTING. EARLY PROBLEMS WERE CAUSED BY ORDER NOT BEING CORRECTLY SENT, AS DOCUMENTED IN SECTION 5.8.2.8.2. (1/26/01)				
678	AT&T **M	PseudoCLEC	Order	TG 4.8.2.7	On page 11 (Table 2.1), the TG shows 313 LNPO orders. Is the number 313 or 316? In Section 4.8.2.7, the TG references two methods of processing LNPO orders that call for default FDTs of 10:00 PM PST. These methods appear to be inconsistent with the procedures outlined in the Participating CLEC/TG Interface Process for Pacific OSS Test Section 5.5, particularly items 5 and 7. Can the TG explain this discrepancy? Should the reference to Section 5.4 of the Interface Process be Section 5.5? Were these LNPO	TG COUNTS 313 LNPO ORDERS THE TG/CLEC INTERFACE PROCEDURES WERE NEVER FINALIZED AND THE CURRENT COPY MIGHT BE INACCURATE. WHAT TG DID IS OUTLINED IN THE FINAL REPORT. CORRECT, IT SHOULD READ AS 5.5 LNPO ORDERS DID APPEAR ON THE X-CODED REPORT. THERE WERE 88 (2/10/01)				

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					orders X-coded or not, and if so, how many?					
679	AT&T **M	PseudoCLEC	Order	TG 4.8.2.8	Why were no LNPL orders submitted via GUI or FAX? Was the TG Control Tracking team the same as for DS1L orders? If not, who comprised this team and how were these individuals selected? How many orders required build back by the Pacific technician because of NDT?	TG NOT RESPONSIBLE FOR ORDER SCHEDULING OR DECIDING WHICH MEDIUM TO USE YES ONE (1) (2/10/01)				
680	AT&T **H	PseudoCLEC	Order	TG 4.8.2.8	How many orders received the manual reject for invalid BAN? How was this problem resolved, and what was the impact to the conduct of the test? How many orders received the invalid ACTL reject, and was the problem resolved when Pacific made the required table updates? What was the impact to the conduct of the test?	THIRTEEN (13) TURNED OUT THAT PB'S FRONT END SYSTEMS (EDI OR LEX) DO NOT PERFORM CROSS-VALIDATION AMONG TYPE OF SERVICE (TOS), NCNCI CODES, AND BILLING ACCOUNT NUMBERS (BAN'S). THAT MEANS TG COULD SUBMIT A NEW ASSURED LOOP - BUSINESS WITH A BAN FOR DS1 - BUSINESS, AND IT MAY BE ACCEPTED. BUT WHEN WE ATTEMPT TO DISCONNECT THE SAME SERVICE AND THIS TIME USE THE PROPER BAN, IT IS REJECTED. NEED TO USE THE SAME INCORRECT BAN TO DISCONNECT THE SERVICE. IMPACT WAS TO THE TIME OF SOME TG TEAM FIVE (5) ORDERS IMPACTED. YES THE PROBLEM WAS RESOLVED. MINIMAL IMPACT. (2/10/01)				
681	AT&T **L	PseudoCLEC	Support	TG 4.9.1	What is an example of a workaround the IS Call Center provided until major outages were	IF DATAGATE OR EDI WERE DOWN, TG USED VERIGATE AND LEX. IF THERE WERE				

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					restored? How many SecurID replacements were required and what was the impact of this delay to the conduct of the test?	PROBLEMS ACCESSING E911 TO UNLOCK TN'S, PACIFIC AM WOULD ASSIST UNLOCKING TN'S. ONE E911 SECURID REPLACEMENT WAS REQUIRED AS DOCUMENTED IN VANTIVE TICKET 3431000 ENTERED 7/7/2000 AND CLOSED 8/4/2000. THIS REQUIRED ASSISTANCE OF PACIFIC AM TO UNLOCK TN'S FOR ONE P-CLEC DURING THIS FOUR WEEK PERIOD. (2/10/01)				
682	AT&T **H	PseudoCLEC	Support	TG 4.9.4	What are some examples of misleading information provided by the Listings Help Desk and how did it impact the conduct of the test?	PER 8/29/2000 CONTACT LOG REF#3760, IN REMOVAL OF PRIMARY LISTING, AND ADDING A CAPTION LISTING WITH INDENT, THE LISTING HELP DESK (LHD) TOLD TG THAT THIS CANNOT BE DONE AS A SINGLE ORDER. LHD INSTRUCTED TG TO FIRST DELETE THE PRIMARY LISTING, THEN WAIT THREE DAYS AFTER COMPLETION TO ENTER THE CAPTION. OF EIGHT ORDERS RETRIED, FOUR WORKED, WHILE ANOTHER FOUR DID NOT (THE PRIMARY LISTINGS WERE NOT DELETED). LHD TOLD TG THE ORDERS MAY HAVE CROSSED (FIRST STILL NOT COMPLETE BEFORE SECOND ONE ENTERED), AND THAT TG SHOULD TRY ONCE AGAIN. TG TRIED AGAIN, AND WAS STILL UNSUCCESSFUL. THERE				

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						WERE FOUR OTHER NAPA LISTING ORDERS WITHOUT CAPTION WHICH ALSO FOC'ED BUT DID NOT SOC. TG THEN REPORTED THE PROBLEM TO THE ISC ON OR ABOUT 8/24 (VANTIVE #3736231). ISC REPORTED EDI LISTING ORDERS DO NOT RETURN COMPLETIONS. TG SAID SHE WAS USING LEX. ISC CALLED BACK SAYING THE LSC COULD COMPLETE THEM SO TG COULD PRINT THEM. LSC FOUND PO9618695P (FOC'D 7/5), PO9640695P (FOC'D 8/9), AND PO9637695P (FOC'D 8/1), BUT COULD NOT FIND PO9617695P (FOC'D 7/3). THE RESULTING IMPACT WAS TWO ADDITIONAL ITERATIONS OF ATTEMPTS TO VERIFY A RESULTING NEW PACIFIC PROCEDURE TO INFORM CLEC'S OF POST-FOC ERRORS (SECTION 5.8.2.4.2), WHICH WAS COMPLETED 10/17/2000. (2/10/01)				
683	AT&T **M	Recommendations	Recommendations	TG 4.13	The TG states that "in their role as P-CLEC, they found Pacific's OSSs to be robust and reliable during the execution of both the OSS functional and capacity tests." What is the basis for the TG's recommendation of EDI/CORBA versus DataGate?	THE TG UNDERSTANDS THROUGH DISCUSSIONS WITH THE AM AND ALSO AS DISCUSSED IN THE TAB, THAT AT SOME POINT IN THE FUTURE, DATAGATE WILL NOT BE OFFERED BY PACIFIC TO THE CLEC COMMUNITY. PREORDERING WILL BE ENABLED THROUGH THE TWO CURRENT PACIFIC OFFERING FOR EDI PREORDERING				

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						USING CORBA OR INTERACTIVE AGENT. IT WOULD SEEM THAT IF A CLEC IS GOING TO BUILD AN INTERFACE TO PACIFIC IT SHOULD BE USING EDI FOR PREORDERING, AND NOT USING DATAGATE. 2/10/01				
684	AT&T **L	Processes	Relationship	TG 5.1.2.2	Did different TG representatives execute the various documents for each P-CLEC? What was the interval from request of User ID to receipt for each system?	YES. USER ID REQUESTS WERE INITIALLY MADE FOR EACH P-CLEC FOR ALL OSS'S TG ANTICIPATED USING. PACIFIC AM STAGGERED P-CLEC UID REQUEST SUBMISSION TO MINIMIZE BLINDNESS RISK. FIRST UID REQUEST FOR NAPA WAS SUBMITTED 9/8/99, AND UID'S WERE PROVIDED TO TG 9/22/99. (2/2/01)				
685	AT&T **L	Processes	Documentation	TG 5.2.1	What does the TG consider "an unreasonable amount of time" to navigate to the referenced section of the CLEC Handbook?	THIS IS A QUALITATIVE OPINION. AN EXAMPLE IS SEARCHING FOR FAX ORDER FORMS, WHICH REPORTEDLY TOOK OVER AN HOUR. (2/2/01)				
686	AT&T **L	General	Training	TG 5.3.1	Did all the members of the TG order entry team attend all the training listed? If not, how did additional members receive required training? Who were members of the TG order entry team who attended training? Did the attendees represent	NO ATTENDEES TRAINED THE ADDITIONAL MEMBERS. EXPERIENCED BUSINESS CONSULTANTS AND TRAINERS. CONSULTANTS WORKING FOR NAPA (THE FIRST P-CLEC TO BE IMPLEMENTED).				

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					themselves as employees of the four P-CLECs? What steps were taken to ensure blindness to the Pacific course instructors?	BY MENTIONING NOTHING OF THE TEST, AND MENTIONING AFFILIATION WITH A P-CLEC AS STATED ABOVE. (2/2/01)				
687	AT&T **L	General	Training	TG 5.3.4	What unresolved training issues did the TG Order Entry Team attendees have upon completion of the courses? Did they receive responses from the Pacific AM in a timely manner? What impact did this have on the conduct of the test?	SEE APPENDIX TGISSUE (ISSUES 1-15). MINIMAL, AS SOFTWARE DEVELOPMENT AND INFRASTRUCTURE SET-UP WAS HAPPENING CONCURRENTLY. (2/2/01)				
688	AT&T **L	General	Training	TG 5.3.5	Did the Pacific course descriptions indicate that training “would focus on what fields on the LSR to complete for each product type?” Did the P-CLEC attendees indicate at the outset of training their expectation that such information would be provided? What is the basis for the TG’s statement that “Pacific presumably assumes that a new CLEC will have that type of experience”	THE LSR COURSE DESCRIPTION ON THE SBC.CLEC.COM WEB SITE INDICATED THE WORKSHOP WOULD “ENSURE THE CORRECT INFORMATION IS OBTAINED TO COMPLETE THE LSR FORMS ACCURATELY”. DO NOT BELIEVE THIS WAS EXPLICITLY STATED. TG STATEMENT REFLECTS THE IDEA THAT IF YOU ATTEND A CLASS DESIGNED FOR NEW CLECS AND A PARTICULAR SUBJECT IS NOT COVERED, THEN THE ASSUMPTION IS THAT THE ATTENDEES MUST ALREADY KNOW THAT INFORMATION. (2/10/01)				
689	AT&T **L	Development	OSS Interconnection	TG 5.4.4	What is the basis for this statement: “This would not in general be a problem for other CLECs since they would normally only have one direct connection	THE PROBLEM WAS THE NEED TO SEPARATE THE TWO DIFFERENT DATA FLOWS FROM ONE ANOTHER. BECAUSE THERE WAS ONLY				

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					with Pacific”?	ONE IP ADDRESS THAT THE TG COULD CONNECT TO, WE COULD NOT SEPARATE THE DATA PATHS. A CLEC WITH MULTILPLE CONNECTIONS TO THE SAME IP ADDRESS THIS IS NOT A PROBLEM SINCE THEY DO NOT NEED TO SEPARATE THE DATA FLOWS. (2/10/01)				
690	AT&T **H	Processes	OSS Interfaces	TG 5.5.2.3	A)How much slower was the VeriGate response time during periods of peak activity? B)How much emphasis did the TG pre-order team place on the additional 6 functions listed on page 58, if the focus was primarily on the four items shown in this section? C)How did the TG ensure that the remaining 6 functions operated correctly? D)How did the TG determine that “the most common requirement for address validation in the pre-ordering process is to support installation of new service”?	A) DURING PEAK PERIOD THE VERIGATE RESPONSE TIME SLOWED ONLY SLIGHTLY. THE TEST TEAM ADVISE THAT IT DID NOT HAVE ANY IMPACT ON ORDER PROCESSING. THIS WAS ONLY MENTIONED IN THE REPORT AS AN OBSERVATION BUT WAS NOT TRACKED. THE IMPACT TO THE TESTING EFFORT WAS MINIMAL AND THE TEST TEAM DOES NOT BELIEVE A REAL CLEC WOULD HAVE ANY DIFFICULTY USING VERIGATE WITH A “LIVE” CUSTOMER ON THE LINE. B) THE REMAINING PREORDER FUNCTIONS WERE NOT USED AS MUCH DURING THE FUNCTIONALITY TESTING SINCE THE P-CLEC COULD ENTER ORDERS WITH-OUT USING THOSE FUNCTIONS. C) ALL THE FUNCTIONS FOR PREORDER WERE EXERCISED DURING THE PREORDER CAPACITY TEST				

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						D) THE TG ORDER TEAM BELIEVES THAT NEW INSTALLS SHOULD HAVE VERIFIED ADDRESS BEFORE AN ORDER IS PLACED FOR NEW SERVICE A AN ADDRESS. (1/26/01)				
691	AT&T **H	Processes	OSS Interfaces	TG 5.5.3.2	Can the TG explain apparent discrepancies between the list of products shown in this section and pages 31 and 32? Page 31 indicates no DS1 4-wire loops or DSL loops were processed via the GUI interface. Page 32 indicates no 2-wire loop with NP orders were processed via the GUI interface.	THE LIST OF PRODUCTS IN SECTION 5.5.3.2 LISTS ALL PRODUCTS THAT WERE INVOLVED WITH THIS TEST. AS THIS LIST APPEARS UNDER THE LEX BANNER, AND THERE WERE SOME ORDERS THAT WERE NOT ENTERED VIA LEX, THE TG ACKNOWLEDGES THAT THOSE NOT ENTERED VIA LEX SHOULD BE REMOVED FROM THIS SECTION. (1/26/01)				
692	AT&T **H	Processes	OSS Interfaces	TG 5.5.3.2	Why wasn't it "possible for the TG to tell from looking at an order whether it was flow-through or manually processed?" How did the TG determine whether FOCs were received in a timely fashion?	THERE IS NO INDICATOR ON AN EDI DOCUMENT OR A LEX FOC SCREEN THAT INDICATES WHETHER AN ORDER IS FLOW-THROUGH OR NOT. THE TG RECORDED THE TIME AN ORDER WAS SENT AND THE TIME A FOC WAS RETURNED. (1/26/01)				
693	AT&T **M	Processes	OSS Interfaces	TG 5.5.3.3	Item 3 – Why didn't the TG enter a Vantive ticket when the outage occurred instead of waiting until the following day?	NEARING THE END OF GUI ORDER ENTRY, THERE WAS NO TOOLBAR ACTIVITY REQUIRED ON 8/21/2000, THEREFORE THE PROBLEM WAS NOT EXPERIENCED UNTIL 8/22/2000 (2/10/01)				
694	AT&T **M	Processes	OSS Interfaces	TG 5.5.3.3	What are the "other on-line systems in the TG's experience" which form the basis for this	THIS REFERS TO OTHER ORDER ENTRY SYSTEMS THAT TG TEAM MEMBERS				

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					statement? How much slower was the LEX response time during peak periods? How did the proliferation of subordinate errors impact the TG's ability to correct problems and resubmit orders?	HAVE EXPERIENCED THE ACTUAL TIMINGS WERE NOT TRACKED BUT IT WAS NOT A SIGNIFICANT IMPACT IT WAS USUALLY OBVIOUS WHAT CAUSED ANORDER TO FAIL...IF ORDER PROBLEM COULD BE ADDRESSED BY tg ORDER WOULD HAVE BEEN SUBMITTED THE SAME DAY (2/10/01)				
695	AT&T **M	Processes	OSS Interfaces	TG 5.5.4.3	What was the frequency and volume of unplanned troubles versus induced?	THERE WERE 10 UNPLANNED TROUBLES THAT OCCURRED ON THE END USER USAGE LINES BETWEEN 2/15 AND 5/8. THERE WERE 92 INDUCED TROUBLES THAT WERE REPORTED BETWEEN 1/19 AND 7/25. (2/9/01)				
696	AT&T **M	Processes	OSS Interfaces	TG 5.5.4.4	Did the TG routinely employ the workaround? If not, what set of circumstances dictated the use of the workaround?	THE PBSM WORKAROUND CALLED 'PARTIAL TICKET' WAS NOT AN OPTION CHOSEN BY THE TG. WHEN A TROUBLE TICKET WAS ENTERED THE PB SYSTEM DETERMINED IF IT COULD CREATE A COMPLETED TICKET, OR A PARTIAL TICKET TG DO NOT KNOW THE CIRCUMSTANCES THAT EXISTED WHEN A PARTIAL TICKET WAS CREATED. (2/10/01)				
697	AT&T **M	Processes	OSS Interfaces	TG 5.5.5.1	Did the TG ask Pacific why the on-line mode was preferable for small numbers of updates, and if so, what was the response? Please clarify this statement: "The Pacific AM noted that key Pacific people in the E911 group	E-MAIL QUOTE FROM PACIFIC ACCOUNT MANAGER ON THIS SUBJECT, "ON-LINE UPDATE CAPABILITY IS MORE LIKE A GUI, WITH THE CLEC ENTERING DATA INTO OUR FORMATTED SCREENS. ON-				

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					were 'probably' aware of the test, because of the sensitive nature of E911 processing." What is the TG's assessment of this situation on test blindness?	LINE IS RECOMMENDED IN THE MANUAL WHEN THE CLEC HAS "ONLY A FEW" UPDATES AT A TIME IT WOULD NOT BE A SURPRISE IF A MANGER IN THE E911 GROUP WAS AWARE OF TEST DUE TO HIGHLY SENSITIVE NATURE OF THIS ACTIVITY. TG DOES NOT CONSIDER THIS A THREAT TO BLINDNESS, AND WHEN THE TROUBLE TG ENCOUNTERED WITH SOME AREAS OF E911 SUPPORT IS CONSIDERED, THERE WAS CERTAINLY NO INTENTION FROM PACIFIC TO SUPPORT TG P-CLECs BETTER THAN OTHERS. (2/10/01)				
698	AT&T **M	Processes	OSS Interfaces	TG 5.5.5.2	What is the daily E911 system limit for on-line updates? What are the other "checking tools" available and why did Pacific advise that the TN query system was the best?	14 THE E911 BATCH CAN BE CHECKED ON FOR COMPLETION VIA THE MS GATEWAY. TG IS NOT AWARE OF ANY OTHER CHECKING TOOLS. TG BELIEVES TN QUERY WAS SUGGESTED AS IT GIVES ABILITY TO PULL UP THE RECORD BY TN AND SEE THAT THE P-CLEC OWNS THE ACCOUNT. (2/10/01)				
699	AT&T **M	Processes	OSS Interfaces	TG 5.5.5.2	How did the TG access the E911 handbook (i.e., via the CLEC Online Website or was a hard copy provided by Pacific?) Please clarify Step 6 – page 68 states that the on-line mode and not the batch mode was used.	TO THE BEST OF THE TGS RECOLLECTION THE DOCUMENT WAS SUPPLIED BY PACIFIC AS HARD COPY ON-LINE MODE STILL CREATES A BATCH WHEN YOU ENTER A TRANSACTION(S). BATCH				

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						MODE BASICALLY MEANS SENDING PB A FILE OF TRANSACTION(S) (2/10/01)				
700	AT&T **L	Processes	OSS Interfaces	TG 5.5.5.3	In the entry for January 12, 2000, the TG refers to “on-line batch entry”. Please clarify the terminology. Why did the TG abandon the batch ID issue, and how did the TG determine that “it appeared to be specific to Blackhawk”? Why didn’t the TG escalate the issue through the Pacific AM?	E911 BATCH ID ISSUE WAS FIRST IDENTIFIED 8/24/00 WHILE ATTEMPTING TO UNLOCK A TN. OTHER P-CLEC’S DID NOT HAVE THIS PROBLEM. PACIFIC AM WAS INFORMED VIA E-MAIL 8/29/00. (2/2/01)				
701	AT&T **M	Processes	OSS Interfaces	TG 5.5.5.3	Can the TG explain what happened between March 7 and October, 2000 to resolve the issue? Is this section saying that the TN query was never set up, so the TG was never able to verify that the on-line transactions attempted were in fact complete – and correct?	ON 3/7/2000, TG REQUESTED CLARIFICATION FROM PACIFIC AM ON E911 SECUR ID ALIGNMENT TO P-CLECS, AND REQUESTED ONE NEW E911 SECUR ID FOR BLACKHAWK (CONTACT LOG REF #1830). ON 6/21/2000, TG REQUESTED CLARIFICATION FROM PACIFIC AM (CONTACT LOG REF #3050), RELATED TO CLECC00-153 REQUIREMENT TO OBTAIN NEW SECUR IDS. ON 9/28/2000, TG REQUESTED STATUS FROM PACIFIC AM ON E911 TN QUERY (CONTACT LOG REF #4014). TG WAS NEVER ABLE TO ACCESS E911 TN QUERY, THEREFORE COULD NOT VERIFY E911 ON-LINE TRANSACTIONS IN THIS MANNER (2/10/01)				
702	AT&T **H	Processes	OSS Interfaces	TG 5.5.6.3	On TN reservation, what happened between August 29 and September 12, 2000? How	ON 8/29/2000 (CONTACT LOG REF #3759), TG REQUESTED ISC DETERMINE WHICH				

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					did the TG correct the problem? Why was the ticket closed when no cause was identified? On CIC Availability, what was the software correction Pacific implemented? How and when was it shared with other CLECs? On the Dispatch Requirement, why wasn't the test case corrected until March 28, and why wasn't the Vantive ticket closed until April 13 – were further problems encountered? On Flexible Due Date, what were the “intermittent errors” and how frequently were they received? What was the software correction Pacific implemented; how and when was it shared with other CLECs? What was the Pacific AM's explanation of the TG's observation that “the returned length of the CSR from DataGate is less than the sum of the maximum lengths of the individual elements? Did the TG note that any information was missing from the CSR?	SPECIFIC FIELD(S) IN OUR DATAGATE TN RESERVATION TRANSACTION WERE CAUSING THE REPORTED PROBLEM. NO ANSWER WAS RECEIVED. ON 10/1/2000 (CONTACT LOG REF #4030), TG ASKED PACIFIC AM IF PACIFIC HAD FOUND AN ANSWER. ON 10/3/2000 (CONTACT LOG REF #4044), PACIFIC AM REPLIED SHE WOULD INVESTIGATE. ON 10/19/2000 (CONTACT LOG REF #4227), TG SENT PACIFIC AM ANOTHER EMAIL REQUESTING RESOLUTION OF THIS PROBLEM, THE E911 TNQUERY PROBLEM, AND THE LISTING POST-FOC ERROR PROBLEM. NO FURTHER RESPONSE WAS RECEIVED ON THIS ISSUE. TG DETERMINED THIS FEATURE WAS NOT REQUIRED FOR REMAINING TESTING. PER VANTIVE TICKET LOG #2658856, IN RESPONSE TO TG QUERY, PB AM REPORTED VIA E-MAIL 8/2/00 THAT THE SOFTWARE FIXED WAS IN A DOWNSTREAM PB SYSTEM, GOVERNED BY INTERNAL PB CHANGE MANAGEMENT PROCEDURES, RATHER THAN THE CLEC SOFTWARE CHANGE MANAGEMENT PROCESS. UNKNOWN. UNKNOWN.				

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						TG RECEIVED NOTICE OF UPDATED DOCUMENTATION FROM PACIFIC AM ON 4/11/2000 (CONTACT LOG REF #2327), ENABLING SUCCESSFUL TEST ON 4/12/2000. WHEN REPEATEDLY SUBMITTING A GROUP OF TEN FDD TRANSACTIONS FEWER THAN TEN SECONDS APART, A VARIABLE NUMBER RECEIVED EXPECTED RESULTS, WHILE THE REST EACH RECEIVED AN ERROR. ON 8/28/2000 (CONTACT LOG REF #3735), DATAGATE MIDDLEWARE REPORTED VIA ISC THAT THEIR DEVELOPERS HAD MADE SOME CHANGES THAT IMPROVED THE RESPONSE PERFORMANCE AND THEY BELIEVED THIS SHOULD CORRECT THE PROBLEMS. HOW THIS WAS SHARED WITH OTHER CLECS IS UNKNOWN. TG RECOLLECTION IS THAT PACIFIC AM INDICATED IT WOULD BE EXTREMELY RARE THAT AN ORDER MIGHT POSSESS ENOUGH FIELDS APPROACHING MAXIMUM INDIVIDUAL LENGTH SUCH THAT IT WOULD EXCEED CSR MAXIMUM LENGTH. NO. (2/10/01)				
703	AT&T **M	Development	Application	TG 5.6.1. 2	Who comprised the TG's EDI architectural team and what were their professional qualifications?	CHIEF ARCHITECT EXPERIENCE INCLUDED WITH TG TEAM LEAD EXPERIENCE SUBMITTED TO CPUC. (2/2/01)				

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704	AT&T **L	Development	Application	TG 5.6.1.3	What is the Service Order Subcommittee and who are its members? How did the TG obtain the Service Order Subcommittee matrix?	PLEASE VISIT WEB SITE WWW.ATIS.ORG. THE SERVICE ORDER SUBCOMMITTEE IS ASSOCIATED WITH THE TELECOMMUNICATIONS INDUSTRY FORUM (TCIF). (2/2/01)				
705	AT&T **H	Development	Application	TG 5.6.4.2	What are the “certain proprietary variations” that Pacific possesses?	PACIFIC BELL MANAGES THE FOLLOWING WITHIN THE /RMK= AREA OF THE LSR FOR BOTH LEX AND EDI: ? VTE = VIRTUAL TELEPHONE EXCHANGE ? LUC = LISTING UPDATE CODE Y = LISTING INFO IS INCLUDED IN THIS LSR N = LISTING INFO IS NOT APPLICABLE TO THIS LSR A = LISTING INFO. WILL BE CONVERTED “AS-IS”, UNLESS SPECIFIED ON THE ORDER EUC = E911 UPDATE CODE Y = P*B WOULD PROVIDE E911 UPDATE N = CLEC WOULD UPDATE THE E911 DATA BASE ECC = E911 CUSTOMER CODE ASSIGNED BY THE CLEC NENA = NATIONAL EMERGENCY NUMBERING ASSOC ATR = ACCEPTANCE TEST REQUIRED - TEL. # OF THE TEST ROOM, TO ALLOW P*B				

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						TO CONTACT US FOR TESTING ALL THESE WERE/ARE DOCUMENTED IN THE LSOR OR ACCESSIBLE LETTERS. (1/26/01)				
706	AT&T **H	PseudoCLEC	Joint EDI Test	TG 5.7.1.1	What constituted a “significant number of errors”?	IF MOST ORDERS WERE EXPERIENCING PROBLEMS (SAY 7 in 10) THAT WOULD BE SIGNIFICANT. (1/26/01)				
707	AT&T **L	PseudoCLEC	Joint EDI Test	TG 5.7.1.3	How quickly did Pacific have the test bed available to the TG?					
708	AT&T **H	PseudoCLEC	Managed Introduction	TG 5.7.2.3	What constituted the “official sign-off documentation” from Pacific, and who were the Pacific representatives who executed this document?	THE PHRASE "OFFICIAL SIGN OFF" IS MISLEADING IN THIS CONTEXT. WHEN PACIFIC DECIDED THAT THE TG HAD SUCCESSFULLY COMPLETED ENOUGH ORDERS IN MANAGED INTRODUCTION, THEY WOULD STATE VIA E-MAIL THAT THE TG WAS READY TO MOVE TO PRODUCTION STATUS FOR THAT PRODUCT TYPE. THIS IS WHAT THE TG REFERRED TO AS OFFICIAL SIGN OFF. WE RECEIVED THIS E-MAIL FROM THE PACIFIC ACCOUNT MANAGER. (1/26/01)				
709	AT&T **L	PseudoCLEC	Managed Introduction	TG 5.7.2.4	Did the TG submit orders into production concurrently with MI? (The TG states: “While Pacific requested a limited number of orders of each type during MI, which may have restricted a real CLEC marketing a new product, the TG learned through experience that orders not	IT WAS STATED BY PACIFIC THAT MANAGED INTRODUCTION WAS MANDATORY FOR EACH PRODUCT TYPE. THE TG ENDEVOURED TO FOLLOW THE PROCEDURES FOR THIS, WHICH INCLUDED PROVIDED THE PON#S OF THE ORDERS				

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					reported and monitored during MI were not prevented from processing, and indeed completed successfully." Again, it is not clear from this section whether MI was mandatory before entering full production or not.)	TO PACIFIC SO THEY COULD FOLLOW THEIR PROGRESS. THERE WERE TWO OR THREE OCCASIONS WHEN THE TG OMITTED (NOT INTENTIONALLY) TO PROVIDE THE PONS TO PACIFIC. THE ORDERS WERE STILL PROCESSED BY PACIFIC WHICH INDICATED THERE WAS NOTHING TO PREVENT MANAGED INTRODUCTION ORDERS FROM PROCESSING. (1/26/01)				
710	AT&T **L	PseudoCLEC	Managed Introduction	TG 5.7.2.4	Who owned the spreadsheet?	OWNERSHIP WAS PASSED ON A DAILY BASIS. THE TG WOULD UPDATE THE SPREADSHEET AT THE END OF THE DAY AND SEND TO PACIFIC, WHO WOULD THEN ASSUME OWNERSHIP. IT PASSED BACK TO TG AFTER THE DAILY MANAGED INTRODUCTION CALL. (1/26/01)				
711	AT&T **M	PseudoCLEC	Order	TG 5.8.2.2	What was the remote tool the TG control tracking team used? Which errors were returned to the TAM for resolution?	THE "REMOTE TOOL" WAS THE WEB BASED FRONT INTO THE EDI ORDERING SYSTEM. THIS HAD A REPORTING FUNCTION THAT ALLOWED A USER TO LOOK AT THE STATUS OF ANY ORDERS ENTERED INTO THE SYSTEM. ANY ERRORS THAT WERE CAUSED BY DATA PROVIDED ON THE ORDER ENTRY FORM HANDED TO THE TG BY THE TAM. (1/26/01)	187	AT&T	The last sentence of the answer states that any errors that were caused by data provided on the order entry Form handed to the TG by the TAM, but this goes to the errors returned to the TAM for resolution. And my question is: Could you provide some examples of the types of errors to which you are referring in your answer?	Two errors that come to mind when we returned the order was if the order was rejected due to you have a problem with the ACTL or an invalid ACTL or another problem, I recall was busy with cable pair problems that we encountered.
712	AT&T **H	PseudoCLEC	Order	TG 5.8.2.	Are the PONs shown in this section the only orders which	THE TG DID NOT USE THE TWO STEP PROCESS ON ANY	188	AT&T **	The answer is incomplete	NO 11 ORDERS

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				3.2	encountered problems with features? If not, how many total orders were involved? If so, how were the problems with features resolved? What kind of feature testing was done before these orders were completed? Are the PONs shown in this section the only orders which encountered problems with move activities? If not, how many total orders were involved? Did the TG encounter any problems with successful completion of move orders using the two related order process? If so, please describe.	ORDERS. (1/26/01)				SOME ORDERS WERE ABANDONED, WHILE OTHERS WERE SUPPD WITH DIFFERENT REQUEST THERE WAS NO SPECIFIC FEATURE TESTING DONE IN RELATION TO THESE ORDERS YES THE TG DID NOT USE THE TWO STEP PROCESS ON ANY ORDERS.(2/12/01)
713	AT&T **H	PseudoCLEC	Order	TG 5.8.2. 3.2	How were the problems with incorrect class of service resolved for the four LPWP orders listed? Were these the only orders, which encountered this problem? If not, how many total orders were involved?	EACH OF THESE ORDERS WERE RESOLVED DIFFERENTLY: BHPOG631: THE ORDER SOC'D AS A BUS (JUST LIKE THE PREVIOUS ORDERS). PACBELL MUST HAVE CORRECTED THEMSELVES AFTER WE PROVIDED PROOF THAT THE CUSTOMER WAS A BUS. BHPOG519: THIS ORDER WAS ABANDONED DUE TO A FEATURE PROBLEM, NOT A TYPE OF SERVICE PROBLEM. ON THE 2ND ATTEMPT, BHPOG595 WAS ABANDONED DUE TO A TYPE OF SERVICE PROBLEM. THE 3RD ATTEMPT, BHPOG659 SOC'D AS BUS, EVEN THOUGH THE PREVIOUS ORDERS SOC'D AS RES. PER PB, THE PREVIOUS ORDERS SHOULD HAVE				

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						ERRORED. PB FORCED TG TO ACCEPT THE SOC WITH THE TYPE OF SERVICE AS BUS. PO9511695P: PB CLAIMS THE CUSTOMER WAS A BUS, NOT A RES. THEY GAVE US NO EXPLANATION AS TO HOW/WHY THE TYPE OF SERVICE WAS CHANGED TO BUS. THIS ORDER WAS ABANDONED. BUT, ON THE 2ND ATTEMPT, PO9553695P, IT SOC'D WITH A RES TYPE OF SERVICE. NOTHING IN FOLDER AS TO WHY RES IS NOW A GOOD TYPE OF SERVICE FOR THE CUSTOMER. BHPOG326: THIS AND THE NEXT PON FOR THE CUSTOMER SOC'D AS RES. THE PROBLEM WAS ON THE LAST PON, BHPOG594. PB FORCED US TO SOC AS BUS WITH NO EXPLANATION AS TO HOW/WHY THE TYPE OF SERVICE WAS CHANGED TO BUS. THE TOTAL # OF ORDERS WITH THIS TYPE OF PROBLEM? 8 (2/10/01)				
714	AT&T **L	PseudoCLEC	Order	TG 5.8.2. 4.3	Did the TG ask Pacific what steps it planned to reinforce and correct its procedure for notifying CLECs of post-FOC errors?	TG BROUGHT THE POST-FOC PROCESS ISSUE TO THE ATTENTION OF PACIFIC AM, TAM, AND CPUC ON 10/19/2000 (CONTACT LOG REF #4227). (2/10/01)				
715	AT&T **M	PseudoCLEC	Order	TG 5.8.2. 5.2	Why did the TG abandon the disconnect order due to lack of information? Was this problem	THE TG CAN'T PASS A TEST CASE THAT DOES NOT COMPLETE (SOC). THUS, THE				

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					escalated to the Pacific AM? Are the PONs shown at the bottom of the page the only orders which encountered this problem? If not, how many total orders were involved?	ONLY SOLUTION IS TO ABANDON THE TEST CASE. THE AM WAS NOT INVOLVED, THERE WAS NOTHING IN PB'S SYSTEM TO FALL BACK ON. (NOTE: THE LSC SAID THE DISCONNECT OCCURRED ON 6/9/00, WHICH SO HAPPENS TO BE THE SOC DATE OF THE ORIGINAL CONVERSION.) CHECKED THE ACTIVITY LOGS TO SEE IF TG COULD DETERMINE MORE ORDERS WITH THIS PROBLEM. NOTHING WAS FOUND. THE PON'S LISTED ARE THE ONLY ONES WITH THIS PROBLEM (2/10/01)				
716	AT&T **L	PseudoCLEC	Order	TG 5.8.2. 5.2	What was the order interval for PON PO000117695E? Did the TG receive a jeopardy for this order, and if so what was the jeopardy code? If not, did the TG ask why? What does "the order needed 'mileage'" mean? Why was the order canceled? Was this the only such problem encountered, and if not, how many total orders were involved? On PON PO000120695E, did the TG inquire when facilities would be available instead of just canceling the order? Was this the only PON where a facility shortage was encountered, and if not, how many total orders were involved?	THIS ORDER WAS ORIGINALLY SENT ON JULY 26 AND RECEIVED A FOC IN TWELVE MINUTES. A LATER VERSION OF THE SAME PON WAS SENT ON AUGUST 21 AND RECEIVED A FOC IN 34 MINUTES. A FINAL VERSION OF THE PON WAS SENT ON AUGUST 30 TO CANCEL AND WAS CANCELLED IN NINE MINUTES. THERE WAS NO ELECTRONIC JEOPARDY ISSUED ON THIS ORDER. MILEAGE IS A TERM THAT THE LOC USED TO INDICATE THAT AN ORDER WOULD INCUR ADDITIONAL CHARGES FOR MILEAGE SINCE THE ORDER IN QUESTION WAS TO BE COMPLETED USING A				

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						REMOTE CO. THIS HAPPENED WHEN AN ORDER MIGHT BE FOR A SAN JOSE ADDRESS AND THE ORDER WOULD INDICATE A SAN FRANCISCO CO. THESE ORDERS WERE CANCELLED PER THE INSTRUCTIONS OF THE TAM, AS ORDERS USING REMOTE CO'S WERE NOT PART OF THE TEST SCENARIOS. THERE ARE NINE ORDERS THAT WERE CANCELLED DUE TO REMOTE CO MILEAGE ISSUES. THE TG DID NOT ASK FOR FACILITY AVAILABILITY AT THE TIME THAT THE JEOPARDY WAS RECEIVED ON THIS ORDER. THERE WERE THREE ORDERS THAT WERE CANCELLED DUE TO FACILITY SHORTAGE. (2/10/01)				
717	AT&T **M	PseudoCLEC	Order	TG 5.8.2. 6.2	Was this the only PON which encountered busy channel pairs? If not, how many total orders were involved?	49 ORDERS EXPERIENCED THIS PROBLEM (2/10/01)				
718	AT&T **L	PseudoCLEC	Order	TG 5.8.2. 6.3	Can the TG clarify this statement: "The main problems encountered by these orders involved issues caused by the end users, and were outside Pacific's sphere of control"?	EXAMPLES OF THESE ISSUES WOULD BE WHERE CONSTRUCTION WAS REQUIRED SUCH AS A TRENCH TO BE DUG OR A CONDUIT RUN UNDER THE ROAD; ANOTHER EXAMPLE IS ACCESS DENIED TO THE TECH BY THE CUSTOMER; ALSO INCLUDED ARE ISSUES SUCH AS BUSY OR INVALID				

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						CONNECTING FACILITIES. (1/26/01)				
719	AT&T **M	PseudoCLEC	Order	TG 5.8.2.7.2	Why was PON BH30921PE000477 canceled without an additional attempt to gain access to the WorldCom site?	THE TAM CANCELLED AND RESUBMITTED A TEST CASE TO THE SAME ADDRESS, WHICH WAS COMPLETED TO SOC. SEE PON BHG11021PE00125 IN TG'S ACTIVITY LOG WITHIN THE SUPPORTING DOCUMENTATION. (2/9/01)				
720	AT&T **M	PseudoCLEC	Order	TG 5.8.2.8.1	Why is the total orders (312) shown on this page different from that (314) shown on page 11?	SHOULD READ 314 ORDERS (1/26/01)				
721	AT&T **M	PseudoCLEC	Order	TG 5.8.2.8.2	Did the TG ever receive the AL regarding the proper sequencing of remarks for acceptance testing? Were the four PONs shown in this section the only orders to encounter problems with customers refusing service? If not, how many total orders were involved? Why was Pacific issuing "verbal jeopardies" on orders? Were they followed up with system generated jeopardies? Were these the only two instances of verbal jeopardies? If not, how many were received on how many orders?	ONLY AL TG RECEIVED REFERENCING ACCEPTANCE TESTING WAS 10/4/99 CLECC99-316 - NOTIFICATION OF A PRACTICE CHANGE IN THE INITIAL CONTINUITY AND TEST AND ACCEPTANCE (T&A) PROCESS FOR EXPANDED INTERCONNECTI ON SERVICE CROSS-CONNECTIONS (EISCC) WITHOUT AN INTERMEDIATE TERMINATION (WITHOUT POT BAY) – CALIFORNIA. (2/2/01)				
722	AT&T **M	PseudoCLEC	Order	TG 5.8.2.9.1	Why does page 11 show 313 total LNPO orders instead of 316?	THE CORRECT COUNT IS 313 (1/26/01)				
723	AT&T **H	PseudoCLEC	Order	TG 5.8.2.9.2	Did any of the LNPO orders remain in X-coded status, or were all corrected so they could be included in performance measures? How many LNPO orders encountered NPAC	THE TG DID NOT TRACK ORDERS THAT WERE X-CODED. THE TAM WAS INVOLVED WITH TRACKING OF X-CODED ORDER STATUS. THE TG UNDERSTANDS THAT	189	AT&T **	The answer doesn't answer the second and third questions.	THE TG DID NOT TRACK ORDERS THAT WERE X-CODED. THE TA WAS INVOLVED WITH TRACKING OF X-CODED ORDER STATUS. THE TG UNDERSTANDS THAT

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					concurrence problems and were these problems encountered for the duration LNPO orders were issued? Can the TG explain the statement that “Some inquiries were made to see if TG could have third party make inquiries on their behalf, but request was abandoned due to the complexity of the situation”?	AN ORDER THAT IS X-CODED CAN NOT BE “CORRECTED” AND BE INCLUDED IN PERFORMANCE MEASURES. THE TAM COULD ADD ORDERS TO MAKE UP FOR ANY ORDERS THAT WERE EXCLUDED FROM PERFORMANCE MEASURES (1/26/01)				AN ORDER THAT IS X-CODED CAN NOT BE “CORRECTED” AND BE INCLUDED IN PERFORMANCE MEASURES. THE TA COULD ADD ORDERS TO MAKE UP FOR ANY ORDERS THAT WERE EXCLUDED FROM PERFORMANCE MEASURES (1/26/01) THE ORDER DOCUMENTED IN THE FINAL REPORT PLUS FIVE OTHERS REPORTED THIS ISSUE. AS THE TG WAS UNABLE TO ACCESS NPAC DATABASE, A DISCUSSION AROSE AS TO WHRTHET A THIRD PARTY WHO DID HAVE ACCESS COULD MAKE INQUIRIES ON TG BEHALF. THE IDEA WAS NOT PURSUED. (2/12/01)
724	AT&T **H	PseudoCLEC	Order	TG 5.8.2. 9.3	Did the TG encounter any problems with early or late conversions for CHCs? If so, how many were documented?	THERE WERE 3 INSTANCES WHERE A LATE CONVERSION MAY HAVE OCCURRED. THIS WAS WHEN PB HAD NOT GIVEN CONCURRENCE, BUT THE ORDER WAS ABLE TO BE ACTIVATED BECAUSE 18 HOURS HAD EXPIRED (2/10/01)				
725	AT&T **H	PseudoCLEC	Order	TG 5.8.2. 10.2	How many orders were in the batch issued without CHC or FDT information? Were these orders supped and then processed? Did the TG ask Pacific where the need to process LNPL orders as a CHC was documented? Did the TG ask Pacific if the LOC “courtesy calls” were extended to	TG BELIEVES 20 ORDERS WERE IMPACTED 15 OF THE ORDERS WERE SUPPD AND PROCESSED TO SOC WHILE OTHER FIVE WERE ABANDONED DO NOT BELIEVE TG ASKED PB ABOUT A DOCUMENT REGARDING THE CHC WITH				

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					all CLECs?	LNPL ORDERS DID NOT ASK PB IF THE COURTESY CALLS WERE EXTENDED TO ALL CLECS. BUT ASSUME AS TG ACTING AS A CLEC THEY WOULD BE (2/10/01)				
726	AT&T **H	PseudoCLEC	Order	TG 5.8.2. 10.2	Did the TG ask for documentation of the 10-digit trigger process or inquire if it would be issued in an Accessible Letter? Was PON BH514021PE001060 the only order where the TG encountered a problem porting the TN? Was this issue escalated within the LOC or via the Pacific AM to ensure the LOC personnel were trained in the correct methods and procedures?	TG DID NOT PURSUE DOCUMENTATION FOR 10 DIGIT TRIGGER. THE ISSUE ASSOCAITED WITH THISPON WAS ONLY ENCOUNTERED WITH THIS ONE ORDER NO INDICATION THAT THE ISSUE WAS PURSUED VIA THE PACIFIC AM. (2/10/01)				
727	AT&T **H	PseudoCLEC	Order	TG 5.8.2. 10.2	Was this the only order that was completed without dial tone? Why would the TG have any question that completing an order without dial tone was the incorrect approach?	OUR RECORDS INDICATE THAT THIS WAS THE ONLY ORDER COMPLETED WITHOUT DIAL TONE. AS ALREADY DOCUMENTED, THIS WAS AN ERROR ON THE PART OF THE TG. (1/26/01)				
728	AT&T **H	PseudoCLEC	Order	TG 5.8.2. 10.3	Did the TG verify with the Pacific AM that Pacific did not have a standard policy to handle no-calls on CHCs, and request that such a policy be developed?	TG DID ASK THE AM ABOUT THIS AND RECEIVED THIS REPLY “ THE 48 HOUR ADVANCE CALL IS REQUIRED WHEN PHYSICAL WORK IS REQUIRED TO RE-USE THE CENTRAL OFFICE FACILITIES (I.E., SWINGING THE JUMPERS FOR THE LOCAL LOOP SO THAT IT TERMINATES AT YOUR CAGE INSTEAD OF OUR SWITCH). IT IS NOT APPLICABLE TO ORDERS THAT ARE DISPATCHED TO				

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						THE FIELD." "THE 48 HOUR ADVANCE CALL IS NOT REQUIRED FOR LNP ONLY." "IN TERMS OF DOCUMENTATION, SEE ACCESSIBLE LETTERS CLECC99-298 ABOUT CO WORK VS DISPATCHED ORDERS. ACCESSIBLE LETTER CLECC00-103 AS CLARIFIED BY CLECC00-160 HAS A CHART THAT SHOWS THE STEPS AND INTERVALS FOR LNP WITH LOOP AND ALSO STANDALONE LNP. THE SECTION THAT SAYS "48 HOUR NOTIFICATION" FOR LNP WITH LOOP INCLUDES CONTACT INFO FOR THE LOC (INCLUDING THE EMAIL OPTION INTRODUCED EARLIER THIS YEAR). THE SECTION FOR STANDALONE LNP SIMPLY GIVES THE 60 MINUTE WINDOW; NO REFERENCE TO AN ADVANCE CALL." (2/10/01)				
729	AT&T **M	PseudoCLEC	Issues	TG 5.8.3.1	In four of the five DataGate outages, the "reason remained unknown". Did the TG escalate these problems through the IS Call Center or the Pacific AM to determine cause and resolution?	AFTER SEVERAL CALLS TO THE ISC BETWEEN 6/7/00 AND 7/25/00, RECURRING CAUSE OF OUTAGES WAS EXPLAINED AS AN ERROR IN A START-UP SCRIPT, SO AFTER WEEKEND MAINTENANCE, OUR P-CLEC DATAGATE SERVER WAS NOT RESTARTED AUTOMATICALLY. (2/2/01)				

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730	AT&T **L	PseudoCLEC	Support	TG 5.9.1.3	Did the TG escalate the problems with IS Call Center (regarding User ID and password issues, and SecurID) to the Pacific AM? Was any improvement in response noted?	YES. NOT CONSISTENTLY. (2/2/01)				
731	AT&T **M	PseudoCLEC	Support	TG 5.9.1.3	Can the TG clarify the statement: "The Vantive ticket number process was inconsistent; most times the TG had to request a ticket number for anything other than password re-sets." What impact did this have on the TG's ability to identify and resolve problems?	WHEN VANTIVE TICKETS WERE NOT SPECIFICALLY REQUESTED, IT COMPLICATED COMMUNICATION IN FOLLOW-UP CALLS ON THE SAME PROBLEM. (2/2/01)				
732	AT&T **L	PseudoCLEC	Support	TG 5.9.1.4	Can the TG clarify the statement: "As the first level of support the IS call center was also key in resolving issues that required second level support such as DataGate software support"?	WE CONTACTED ISC WHO CONFERENCED IN DATAGATE MIDDLEWARE SUPPORT. (2/2/01)				
733	AT&T **L	PseudoCLEC	Support	TG 5.9.2.2	Did the TG visit the LSCs at any time during planning and implementation of the OSS test?	NO THE TG DID NOT VISIT THE LSC AT ANY TIME DURING THIS TEST. (1/26/01)				
734	AT&T **L	PseudoCLEC	Support	TG 5.9.2.3	Can the TG estimate the impact to the ordering process caused by the LSC's confusion about which center to call?	THE IMPACT WOULD ONLY BE MEASURED IN THE FEW MINUTES IT TOOK TO CONVINCE THE PACIFIC REP THE TG WAS CALLING THE CORRECT NUMBER. OTHERWISE THERE WAS NO NEGATIVE IMPACT TO THE ORDERING PROCESS. (1/26/01)				
735	AT&T **M	PseudoCLEC	Support	TG 5.9.2.3	Why were the four PONs over thirty days old? Had the TG attempted to contact the LSC regarding these orders previously, and if so, what was	THESE PONs WERE DS1 ORDERS THAT PACIFIC DO NOT SOC UNTIL TESTING IS COMPLETE. TG FOLLOWING CLEC/TG ONTERTFACE				

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					the outcome?	PROCEDURES HAD GREAT DIFFICULTY OBTAINING SUPPORT FROM THE CLEC PROVIDING FACIKITIES FOR DS1s NO, THE TG HAD BEEN WORKING WITH THE CLEC TO TRY AND GET THE ORDERS TESTED. (2/10/01)				
736	AT&T **L	PseudoCLEC	Support	TG 5.9.3.1	What are the LOC's hours of operation? Did the TG visit the LOC at any time during planning and implementation of the OSS test?	THE LOC IS A 24 HOUR A DAY 7 DAYS A WEEK OPERATION NO, THE TG DID NOT VISIT THE LOC AT ANY TIME DURING THE TEST. (1/26/01)				
737	AT&T **L	PseudoCLEC	Support	TG 5.9.3.3	How long was the hold time when the TG contacted the LOC? Did the TG escalate the issue of "number of orders a contact will handle on one call" through the LOC or the Pacific AM? If so, what was the outcome? What was the "inconsistency in terminology" among the LOC staff, and what was the impact of resultant confusion on the TG's ability to resolve issues? What were the "cases where the LOC was requested to 'undo' completed work"?	FROM TG EXPERIENCE GUESS ABOUT 2-10 MINS. DON'T REMEMBER IT BEING AN ISSUE WITH THE LOC. SOMETIMES HAD UP TO AN HOUR OF HOLD TIME WITH THE ISC. NO, I ONLY RECALL IT HAPPENING COUPLE OF TIMES, SO THINK IT WAS PROBABLY JUST THE PERSON TG WERE TALKING TO BEING UNCOOPERATIVE ONE EXAMPLE WAS USE OF "RELEASE THE NUMBER" AND "CONCUR" WHEN DEALING WITH NUMBER PORTABILITY. SOME OF THE LOC USED ONE OR THE OTHER AND IT CONFUSED TG TEAM UNTIL THEY FOUND OUT IT MEANT THE SAME THING. THIS OCCURRED WHEN THERE WAS A PROBLEM OR DELAY IN PORTING THE NUMBER ON AN LNPL, TG HAD				

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						TO HAVE THE LOC CUT THE LINE BACK UNTIL IT WAS RESOLVED (2/10/01)				
738	AT&T **L	PseudoCLEC	Support	TG 5.9.4.1	What are the LHD's hours of operation?	LHD IS AVAILABLE M-F FROM 8:30 TO 5:00 PST (2/10/01)				
739	AT&T **L	PseudoCLEC	Support	TG 5.9.4.3	Did the TG's reference documentation indicate that the removal of a primary listing and adding of a caption listing with indent could be done on a single order?	THE TG DOES NOT RECALL SEEING THIS PROHIBITED IN THE WHITE PAGE LISTINGS USERS GUIDE SECTION 4.0 PRODUCT RULES - LSR AS FOUND ON THE CLEC.SBC.COM WEB SITE. (2/10/01)				
740	AT&T **L	PseudoCLEC	Support	TG 5.9.4.3	What is the "Order Entry Center"?	THIS IS WHERE THE TG ORDER ENTRY TEAM ENTERED ORDERS (1/26/01)				
741	AT&T **M	General	Issues	TG Closed Issues	Issue 31a – what was the resolution? Issue 38 – what was the resolution? Issue 39 – what was the resolution? Issue 40 – what was the resolution? Why was issue 43 unresolved? Issue 45 – did the incorrect procedure outlined in the CLEC Handbook cause delay to the TG? If so, how much? Did the TG check the CLEC Handbook to ensure the update was made? Issue 46 – what was the resolution? Issue 51 – can the TG clarify this issue and its resolution?					
742	AT&T **H	General	Other	TG PB Contact Log?	No page numbers or appendix number provided, no date for the following entry: "Received first Camino DS1 order yesterday. Pacific Account Manager mentioned shared accounts do occur in other CLECs. Pacific Account Manager strongly urges	NO CONTACT LOG REFERENCE NUMBER, DATE, OR TIME GIVEN, SO CANNOT DETERMINE WHAT THIS PERTAINS TO: (1/28/01) (IN WORKSHOP ON 1/29/2001, AT&T INDICATED THIS WAS				

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					<p>us to request the proper Due Date, not a generic "tomorrow". Result with good DDD is flow through". Does this entry refer to an order processed during testing for Camino, during MI or production? How many orders were impacted and were necessary adjustments made to performance measures?</p> <p>ON SAME PAGE, another entry (no date, no identification) "On earlier releases, we showed target dates for Blackhawk DS1 EDI testing. While I was out last week, did we decide this was either impractical or not necessary?" Can the TG clarify this entry and advise if Blackhawk DS1 EDI testing was done, and if not, why not?</p> <p>NEXT PAGE, another entry (no date, no identification): "I removed the dates from this file as they seemed pointless. We were not receiving the orders as expected, so I left it that we have a record of what is done and the date and those combinations that are still waiting the first orders." Can the TG clarify this entry?</p>	<p>CONTACT LOG REF #2513. TG CHECK FOUND IT TO BE #2514 FROM 4/27/2000.)THIS REFERRED TO ONE XDSL ORDER (NOT DS1) ENTERED IN MI. ONE CAMINO ORDER WAS INVOLVED.</p> <p>(TG FOUND THIS IN CONTACT LOG REF #2518 4/27/2000.) THIS REFERRED TO THE PRODUCT SCHEDULE FOR EDI TESTING AND MI. DECISION WAS MADE NOT TO ATTEMPT BLACKHAWK EDI DS1 TESTING, AS AT THAT TIME, ALL SEVEN BLACKHAWK DS1 GUI ORDERS ATTEMPTED FROM 3/15/2000-4/28/2000 FAILED DUE TO PROBLEMS WITH CFA AND UNSTABLE TG/CLEC PROCEDURES. NAPA WAS THEN TARGETTED FOR DS1 MI 5/1/2000-5/3/2000, BASED ON ESSENTIAL AVAILABLE CLEC FACILITIES.</p> <p>(TG FOUND THIS IN CONTACT LOG REF #2530 4/28/2000.) THIS REFERRED TO THE EDI TEST AND MANAGED INTRODUCTION PRODUCT SCHEDULE SPREADSHEET (SEE SUPPORTING DOCUMENT). PLANNED MI DATES WERE REMOVED FOR THE FEW REMAINING PRODUCTS AS FUTURE ORDER RECEIPT DATES FROM TAM WERE UNKNOWN BY THE TG. (2/12/01)</p>				

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743	AT&T **M	General	Other	TG Trip Report – SBC Data Gate Training	Page 2 – on what did the report's author base the comment "The students were all technically competent?" What was the "major obstacle" that the Pacific resource made many phone calls to attempt to resolve? Did the TG ever receive a response and, if so, what was the resolution? Page 3 – did the TG ever receive an explanation of what was causing the API code to "un-marshall" data? What were the "interesting pieces of the CSR" which could not be interpreted?	ALL THE STUDENTS WERE ALL ABLE TO WRITE, COMPILE/LINK AND EXECUTE THE CLASS EXERCISES AS DIRECTED THE DATAGATE FUNCTION WE WERE ATTEMPTING TO EXERCISE RETURNED A DATA STRUCTURE WHICH COULD NOT BE UNPACKED ("UN-MARSHALED") AS EXPECTED. WE WERE UNABLE TO EXAMINE THE SIGNIFICANT DATA IN THE RESPONSE. THE TG STUDENT TESTED THE "FLEXIBLE DUE DATE" (FDD) FUNCTION DURING THE CLASS LABS, BUT THE RESPONSE IS SIMPLE AND THE TEST DATA ONLY RETURNED DATA FOR A SINGLE TEST CASE. THE TG STUDENT AS PART OF OUR EXTRA-CURRICULAR EXPERIMENTATION TESTED THE CSR FUNCTION AND ENCOUNTERED THE PROBLEM DESCRIBED BELOW. IT ACTUALLY GENERATED AN ERROR RESPONSE BUT WE WERE ABLE TO EXAMINE THE FIRST 2 FIELDS AND NOT THE THIRD AND SUBSEQUENT, SO THE INSTRUCTOR AND TG STUDENT DEDUCED THE PROBLEM WAS IN UN-MARSHALLING THE THIRD. WHEN DATA IS TO BE SENT BETWEEN COMPUTERS (E.G.				

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						FROM SERVER TO CLIENT) USING DATAGATE, IT IS "MARSHALED" INTO A FORM WHICH CAN BE TRANSMITTED OVER THE INTER-PROCESS CONNECTION. (THIS IS CALLED "SERIALIZATION" IN OTHER ENVIRONMENTS, SINCE THE DATA ITEMS MUST BE SENT ONE AFTER ANOTHER ACROSS THE CONNECTION.) WHEN RECEIVED, THE DATA IS "UN-MARSHALED" INTO ITS ORIGINAL OBJECT STRUCTURE. THE UN-MARSHALLING MUST BE THE EXACT RECIPROCAL PROCESS FROM THE MARSHALLING TO PRODUCE THE ORIGINAL DATA. IN THIS CASE, A FIELD WAS MARSHALED AS "OPAQUE" AND UN-MARSHALED AS "CHARACTER", PRODUCING ERRONEOUS RESULTS AND PREVENTING THE UN-MARSHALLING OF FOLLOWING FIELDS THE PROBLEM WAS IN THE FIELD RESERVE_800 (WHICH IS A FIELD "RESERVED" BY PB, PROBABLY NO LONGER USED FROM A PREVIOUS VERSION. THE FOLLOWING FIELDS ARE: A LIST OF FID CODES AND THE DESCRIPTION FOR EACH; A LIST OF USOC CODES AND THE DESCRIPTION FOR EACH; THE "CSRDATA" STRUCTURE WHICH CONTAINS DATA ONE				

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						MIGHT EXPECT TO FIND IN A TYPICAL CSR (INCLUDING BTN; CUSTOMER NAME AND ADDRESS; EXCO, COS AND OTHER CODES; DIRECTORY LISTINGS, EQUIPMENT AND CALLING CARD DETAILS). (2/10/01)				
744	AT&T **H	General	Other	TG PacBell Trip Report Aug 18-28	Did the TG receive responses to the approximately 15 questions documented and passed to the Account Manager for research? Where are the questions and answers documented? Page 2: What did the instructor's comment "California is really two different companies, Calif. North and Calif. South" mean? Can the TG explain the first conclusion: "GXS will benefit from attending these classes as PacBell is not in conformance with the way SBC works with CLECs."	SEE APPENDIX PB ISSUE ITEMS 1-15. (2/2/01)				
745	AT&T **M	General	Other	TG Discovery Managed Intro 0504.xls	Are the four PONs shown the total managed introduction orders done for Discovery? Why were there so many more for Camino (see file Camino Managed Intro.xls)?	DISCOVERY WAS THE LAST CLEC TO ENTER THE MI PROCESS AND THERE WERE RELATIVELY FEW ORDER TYPES THT DISCOVERY WAS PLANNING ON DOING. DUE TO THIS THE MI PROCESS FOR DISCOVERY WAS VERY SHORT SINCE ALL ORDER TYPES HAD ALREADY BEEN ACCOMPLISHED WITH THE OTHER THREE CLECS. (2/10/01)				
746	AT&T **H	General	Other	TG Camino Test	A)Are these all the test cases for Camino? B)If so, why are all related to DSL	A) YES B) BECAUSE XDSL WAS CAMINO'S ONLY PRODUCT	178	AT&T **	Letter C - Can you tell me for both questions that you've posed what other types of orders did Napa process?	NAPA ALSO PROCESSED ASSURED LOOP, BASIC LOOP AND DS-1 ORDERS. (2/12/01)

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				Case s.xls	only? C)Were all the test cases for Napa Loop with Port?	OFFERING C) NO (1/28/01)				
747	AT&T **M	Development	Joint EDI Test	TG PB/N B and Napa Joint EDI Test Plan	Page 4 – All of the REQTYPs and ACTs listed in the Joint Test Plan do not appear in the Napa Test cases.xls spreadsheet. Were all of these REQTYPs and ACTs tested during the course of the Napa/Pacific joint EDI test?					
748	AT&T **H	Development	Joint EDI Test	TG PB/N B and Napa Joint EDI Test Plan	Page 8 – Were Supp Type 1 (Cancels) the only supps included in the test?	FOR THE NAPA JOINT TEST PLAN THIS WAS THE ONLY PLANNED SUP ORDER TO CANCEL AN ORDER. THIS ORDER WAS SENT TO DEMONSTRATE THAT NAPA COULD CANCEL AN ORDER WITH AN 860 SUP. (1/26/01)				
749	AT&T **M	Development	Managed Introduction	TG Napa Managed Intro. xls	Page 2, PON PO9564695P – what does the notation “Abandoned by Napa – wrong test type” mean?	THIS ORDER WAS PROCESSING AN ACTL THAT WAS INVALID FOR THE ACNA. THE TEST CASE WAS REALLY MEANT FOR DISCOVERY, NOT NAPA. THUS, IT AS ABANDONED PER THE TAM. (2/10/01)				
750	AT&T **H	General	Other	TG PBVa ntive Log1 1290 0.xls	Page 2 – There are three Vantive Tickets related to TN reservation failure on sub-location address. This issue remained unresolved for more than three months. How did the TG as P-CLEC work around this problem until the fix was implemented on 5/28/00? Page 5 – DFDT translation problem. This entry states “No further explanation or resolution received. TG subsequently	SEE OUR ANSWER TO QUESTION #256: BEFORE THE MAY RELEASE, EVERY TIME TG NEEDED TO RESERVE A TN FOR AN ORDER, HAD TO CALL THE LSC TO OBTAIN A TN. AFTER THE MAY RELEASE THIS WAS NO LONGER NECESSARY. TG WAS AWARE THAT FIX WAS DEPLOYED AS CONTINUING SERVICE ORDER ENTRY				

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					avoided using DFDT =1230PM." Why didn't the TG pursue this issue to resolution, instead of avoiding the use of a specific DFDT?	ACTIVITY ALLOWED TN RESERVATION IN VERIGATE. TG WAS NOT REQUIRED TO USE DFDT=1230PM IN THE ORDERS PRESENTED. (1/26/01)				
751	AT&T **H	General	Other	Standard Interval Data.doc	Who prepared this document? What is the source for the standard interval data it contains? What standard intervals were used for REQ TYP J and M? What time zone is referenced (i.e., by 3PM, after 3PM)? Were any DS1 Loops included in the test multi-SWC loops or loops with CFA assignment only? If so, what were the standards intervals for those DS1 loops?	PACIFIC PREPARED THE SPREADSHEET . THE CLEC HANDBOOK IS THE SOURCE, FOR REQ TYP M, THE TG USED THE NEXT AVAILABLE DATE SUPPLIED BY VARIGATE. FOR REQ TYP J, THE STANDARD INTERVAL WAS 1 DAY. PACIFIC TIME ZONE NO NOT APPLICABLE (2/12/01)				
752	AT&T **M	General	Other	TG Error List and Causes.xls	Can the TG clarify why Item 18 "CFA not on list provided by real CLEC" is shown as an error under "Real CLEC" (Loaned Facilities)?	QUALITATIVE ASSUMPTION WAS THAT THE RELATED ERRORS MIGHT HAVE RESULTED FROM MULTIPLE CAUSES, ONE OF WHICH COULD HAVE INVOLVED THE REAL CLEC (22/10/01)				
753	AT&T **M	General	Other	Friendlylies_Tracking_Database	Is the "Request letter sent" the LOA shown in Appendix D of the TAM report? Does the "Date Entered" indicate when the record for this friendly was first input into the Friendlylies Tracking Database?	YES. YES. YES. INDICATION THAT FRIENDLY SHOULD BE COMPENSATED.				

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					Does “Accepted” indicate (if TRUE) that this friendly was accepted as qualified for use in the test?	ONLY ADDRESSES USED IN THE TEST WERE COMPENSATED.				
					What is the “Submit Pymt” column?	NO.				
					Were friendlies compensated whether or not their address/TN was used for the test?	WHETHER THE ADDRESS WAS IN A CLEC OFFERED COLLO.				
					If there is no entry in the “Tracking Numbers” column, does this indicate that the friendly was not used as part of the test?	YES.				
					What does the “In Colo Area” column mean?	WHICH PSEUDO CLEC THE ADDRESS WILL BE PROCESSED THROUGH.				
					Does the “Participating CLEC” column indicate CLECs who have loaned facilities for the Colo in the SWC where this customer is served?	YES.				
					What does the “CLEC” column signify?	NO, ONLY THE PRODUCTS AVAILABLE FOR THE PSEUDO CLEC PROFILE THAT MATCHED THE ADDRESS.				
					Is the “CLLI” for the SWC?	THE TAM GENERATED A QUERRY FOR FRIENDLIES NEEDING AN ACCEPTANCE LETTER. THE TAM DID NOT SUBSEQUENTLY UPDATE THE DATABASE WITH THIS QUERRY.				
					Does the “Product Available” column indicate all the products available for this SWC?	THE TAM GENERATED A QUERRY FOR FRIENDLIES NEEDING A REJECT LETTER. THE TAM DID NOT SUBSEQUENTLY UPDATE THE DATABASE WITH THIS QUERRY. (2/9/01)				
					Why is the “Acceptance Letter Sent” column blank for friendlies where tracking numbers are populated?					
					Why don’t all friendlies who show					

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					"No Match CLLI" show "Reject Letter Sent"?					
754	AT&T **M	General	Other	Pacific Bell Action Item List	A)Item 1 – What does "all communique" mean? B)Who is the TAM VP? Who is the PB resource and PB Director who received communique and issue forms?	A) ANY REQUIRED CORRESPONDENCE. B) PER THE SUPPORTING DOCUMENTATION MEETINGS, ALL RESOURCE NAMES HAVE BEEN REDACTED AND REPLACED WITH ASSOCIATED ROLES. (1/26/01)				
755	AT&T **H	General	Other	Pacific Bell Action Item List	Item 3 – What "upgraded documents" does this item address? Who at Cap Gemini received the upgraded documents? Item 10 – Is the "Pre-Order/Order OSS Systems performance information" the data contained in the PB Daily Reports? Are the "issues" those contained in the Issues Log? Item 12 – Were face-to-face meetings held prior to Test Execution and were minutes produced? Item 14 – What was the decision on this item? Did Cap-Gemini choose to have only one participating CLEC associated with a P-CLEC? What "internal checks and balances within Pacific Bell" does this item address?	WEEKLY STATUS DOCUMENTS ON TEST BED SET-UP WERE SENT TO THE TAM TEST EXECUTION MANAGER. PERFORMANCE INFORMATION IS DATA IN THE PB DAILY REPORTS. ISSUES REFERS TO ISSUES ON THE PB DAILY REPORTS. FACE TO FACE MEETINGS WERE HELD 10/6 AND 10/20. NO MINUTES WERE PRODUCED. YES, FOR UNE LOOP WITH LNP. THE TAM HAS NO KNOWLEDGE OF PACIFIC INTERNAL CHECKS AND BALANCES. (2/1/01)				
756	AT&T **L	General	Other	Pacific Bell Action Item	Item 15 – Did the weekly report of TNS sent to Pacific each Thursday contain only TNS for which orders had already been issued? Item 18 – Since the	NO TNS WERE PROVIDED TO PACIFIC ON A WEEKL BASIS. ITEM 18 – DUE TO THE LENGTH OF THE TEST, THE				

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				List	GEIS T1 connection was delayed until February, 2000, how many actual test cases were available to evaluate under PM 30?	TAM CONTINUED TO RECEIVE BILLING FEEDS THROUGH AUGUST, SO THIS WAS NOT AN ISSUE AND AMPLE TEST CASES WERE AVAILABLE FOR EVALUATION. (2/12/01)				
757	AT&T **M	General	Other	Pacific Bell Action Item List	Item 21 – Did the TG verify that listing and E911 information was associated with all UNE loop with port orders was present? Did the TG use Web Listings to do this?	FOR E911 TG CHECKED THAT BATCH HAD COMPLETED PROCESSING WITHOUT ERRORS. THIS WAS DONE VIA THE MS GATEWAY. NO FOR LISTINGS, EXCEPT AT END OF TEST WHERE "SDIR" PROBLEM WAS BEING TESTED AND THE WEB LISTINGS TOOL WAS USED. (2/12/01)				
758	AT&T **M	General	Other	Pacific Bell Action Item List	Item 29 – Why was a sentence redacted? Can the TG clarify this item? What is Switch/App? Did it process more than XX replications (and how many is that), and was it necessary for the TG to issue cancellations for all LSRs in the capacity test?	A) SENTENCE WAS REDACTED AT REQUEST OF PACIFIC AND APPROVAL BY CPUC. B) TO OUR KNOWLEDGE, THE NAME OF THE APPLICATION IS SWITCH, AND WAS REFERRED TO AS THE SWITCH/APP. C) YES, FOR NEW ORDERS. D) NO. (2/1/01)				
759	AT&T **M	General	Other	7/7/00 Fr: Dejong	Please provide a full explanation as to the final disposition of the CHC and missed due date test cases. Please discuss the impact of these cases on the performance measures and / or observations.					
760	AT&T **L	General	Other	Error List and Causes	Please explain this item of supporting documentation, how it was used in the test or test analysis and the significance of the document.					
761	AT&T **H	General	Other	PB Action	Please provide a list of the "upgraded documents" provided by PB to the TAM	DUPLICATE OF REF. NO. 755 (1/26/01)				

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				Item FYI Log # 3						
762	AT&T **H	General	Other	PB Action Item FYI Log # 10	“Pacific Bell to provide Cap Gemini with Pre-Order/Order OSS Systems performance information and issues”. Please describe the specific performance information and issues provided by PB to CG.	AVAILABILITY OF LEX, DATAGATE, VERIGATE AND EDI, AND ANY ASSOCIATED ISSUES WITH THESE SYSTEMS. THIS INFORMATION CAN BE FOUND IN SUPPORTING DOCUMENTATION WITHIN PB LOGS. (1/26/01)				
763	AT&T **H	General	Other	PB Action Item FYI Log # 19	Please explain what system status information Pac Bell was providing, to whom it was provided and for what purpose.	SYSTEM STATUS FOR EDI AND DATAGATE REPORTED ON THE DAILY REPORT CONTAINED IN THE PB LOGS SUPPORTING DOCUMENTATION, PROVIDED TO TAM, TO REPORT ON AVAILABILITY OF THESE SYSTEMS. (1/26/01)				
764	AT&T **H	General	Other	PB Action Item FYI Log # 29	Please explain the reason for redacting the first sentence of this entry. Also, please explain why this situation would not occur in real production.	DUPLICATE OF REF. NO. 758 (1/26/01)				
765	AT&T **L	General	Other	PB Action Item FYI Log #31	Please explain this entry. I am unclear what the issue is.	THERE IS NO ISSUE. IT WAS AN FYI AND DID NOT REQUIRE ACTION (2/12/01)				
766	AT&T **H	General	Other	PB Action Item	Please explain this entry and how the TAM perceived this issue, i.e. operational issue affecting CLECs or non-operational affecting only	THE TAM VIEWED THIS AS A NORMAL TELEPHONE NETWORK MANAGEMENT PROCESS FOR WHICH				

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				FYI Log # 32	the test.	PACIFIC PROVIDED A WORK AROUND WHEN THE AUTOMATIC PROCESS WAS NOT AVAILBALE. IT WOULD AFFECT ANY USER IN THAT CO. (2/12/01)				
767	AT&T **H	General	Other	PB Action Item FYI Log #35	Please provide a list of all issues that the TAM advised Pacific of and gave Pacific the opportunity to correct.	THE POST FOC ERROR NOTIFICATION ON STAND ALONE DIRECTORY LISTINGS. (2/12/01)				
768	AT&T **H	General	Other	PB Action Item Log Action 5 & 6	Please explain why these issues were discussed in the TAM – PB meeting on a regular basis.	THESE ITEMS WERE RAISED DURING THE 10/20 PB/TAM MEETING, AND STATUS WAS PROVIDED BY THE TAM WHEN APPROPRIATE (AFTER COMMUNICATION WITH THE TAB) UNTIL CLOSURE. (2/9/01)				
769	AT&T **H	General	Other	PB Action Item Log Action 11	Please provide the original documentation of functionality test cases provided by Pacific Bell.	ORIGINAL FUNCTIONALITY TEST CASES WERE INCLUDED IN ATTACHMENT A OF MTP. (2/1/01)				
770	AT&T **M	General	Other	PB Action Item Log Action 12	Please provide a copy of the milestone list provided by the TAM to PB. Also, please explain why milestones were discussed in PB-TAM meetings rather than or in addition to TAB meetings.	MILESTONES WERE ONLY DISCUSSED DURING THIS FIRST MEETING WITH PACIFIC, PRIOR TO TAB INITIAL CONVENTION. THESE MILESTONES WERE A HIGH-LEVEL RECONCILIATION OF THE ORIGINAL PROJECT PLAN INCLUDED WITH THE CONTRACT PROPOSAL. (2/1/01)				
771	AT&T **H	General	Other	PB	Please explain why issues	THIS WAS DISCUSSED WITH	182	AT&T	This appears to indicate that	I don't believe blindness was

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				Action Item Log Action 13	identified by the TG as a pseudo-CLEC were discussed with PB. Please explain why the TG issue of documentation was discussed with PB in the PB-TAM meeting.	PB AFTER ESCALATION TO JEOPARDY STATUS OF ISSUE #21 ON 10/1, AND WITH THE CONSENT OF THE CPUC STAFF, TO AVOID SCHEDULE IMPACT TO THE TEST. (1/26/01)			when this issue reached the jeopardy status, that blindness was no longer maintained, and that a discussion was conducted with Pacific. Once blindness was removed for this issue, was there any discussion about then disclosing it to the TAB?	compromised. The test generator, when they could not successfully resolve the issue, escalated it appropriately to the TAM. The TAM then brought it up with Pacific to try to obtain the documentation. We brought it up with Pacific only with their OSS test team, whom we had contact with. This was not brought before the TAB because the TAB had not been convened yet at that time.
772	AT&T **H	General	Other	PB Action Item Log Action 13	Please describe the issues referred to in this entry. Do these issues include issues encountered by the TG as a pseudo-CLEC? Please provide a list and description of all such issues that the TAM notified Pacific of.	THIS REGARDED ISSUE #21. THIS WAS A PSEUDO-CLEC RELATED ISSUE, IMPACTING THE TEST SCHEDULE. ONE JEOPARDY-LEVEL ISSUE WAS REFERRED TO PB. (1/26/01)				
773	AT&T **L	General	Other	PB Action Item Log - General	What does TAM TEM mean?	TAM TEST EXECUTION MANAGER. (1/26/01)				
774	AT&T **H	General	Other	PB Action Item Log Action 23	Please describe what processes and process flows are referred to in this entry. Also, please advise where these process descriptions and flows can be located in the supporting documentation. Please expound on how the TAM used the information received from Pacific and the process the TAM used to verify that the information reflects the commercial operating	ISSUE/JEOPARDY MANAGEMENT PROCESS, ESCALATION PROCESS AND EXPEDITED CHANGE MANAGEMENT PROCESS. THEY CAN BE FOUND IN PROJECT APPROVED PROCESSES WITHIN SUPPORTING DOCUMENTATION. INFORMATION IN THESE PROCESSES WAS NOT				

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					environment.	OBTAINED FROM PB, BUT CREATED BY THE TAM BASED ON THE MTP. (1/26/01)				
775	AT&T **H	General	Other	PB Action Item Log – General	Please explain why the last “Opened Date” appears to be 4/18/00. Did the TAM continue to meet with PB beyond 4/18/00? If yes, was an Action Item log maintained? If so, where can it be located in supporting documentation?	THE TAM MET WITH PB UNTIL ALL ACTION ITEMS WERE CLOSED (5/2/00). THE TAM DID NOT CONTINUE MEETING WITH PB AFTER THAT TIME. (1/26/01)	181	AT&T	I'm assuming based on your answer that there were no open items that occurred or no action items, rather, that occurred between April 18th and May 2nd; is that correct? If action items had occurred, they would have been recorded in and the final date would have been extended?	Yes. Yes.
776	WCOM **H	Performance	Perf. Measures	4.3.2	Please identify the source of the "business rules for each of the performance measures provided. How can the CLECs obtain a copy of the business rules and the "description of all the data points and the appropriate comparisons?"	JPSA BUSINESS RULES. (1/26/01)				
777	WCOM **H	Performance	Perf. Measures	4.3.3	A)When did Pacific provide the data referred to in this section? B)What period of OSS activity was to be covered by this data? C)How was the data "incomplete and/or inaccurate".	A) THE DATA WAS PROVIDED BY PACIFIC MONTHLY. B) DECEMBER 1999 THROUGH SEPTEMBER 2000. C) AS DESCRIBED IN §4.3.3.2, SOME PACIFIC RETAIL NUMERATOR AND DENOMINATOR INFORMATION NECESSARY TO COMPUTE Z STATISTICS WAS MISSING FROM THE ROSE REPORTS. WITH RESPECT TO THE STANDARD DEVIATION FILES AS DESCRIBED IN § 4.3.3.3, “SOME OF THE EARLY DATA ELEMENTS WERE INCORRECT,” THIS WAS CLARIFIED TO MEAN THE				

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						JANUARY STANDARD DEVIATION FILE IN REFERENCE 22 POSED BY WCOM. (1/26/01)				
778	WCOM **H	Performance	Perf. Measures	4.3.3.2	A)How can the TAM "validate" Pacific's reported performance if the retail denominator is "not available", and the process of "reverse engineering" to ascertain the retail number is based upon values calculated by Pacific? B)How can the TAM conclude that "The Z-statistical calculations done by Pacific are correct" (see 4.3.3.3) if it lacks the retail numerator?	A) THE TAM DID NOT VALIDATE PACIFIC RETAIL INFORMATION. THE TAM VALIDATED THE CAPTURE OF PSEUDO-CLEC TEST DATA FOR THE CALCULATION OF PERFORMANCE RESULTS. THE TAM DID NOT "REVERSE ENGINEER" ANY DATA VALUES. B) THE TAM FOUND THAT WHERE DATA WAS PRESENT, CALCULATIONS MADE BY PACIFIC WERE CORRECT. IN CASES WHERE DATA WAS NOT AVAILABLE, NO DETERMINATION WAS MADE, AND NO STATISTICAL ANALYSIS WAS PERFORMED. (1/26/01)	379	WCOM	For the regional measures, did you treat the pseudo-CLECs as -- their results as representative for each of the regions, the four Pacific Bell regions in those cases? So, in those cases, you would only look at one pseudo-CLEC. You didn't aggregate them?	I think that the submeasures themselves, the seven-digit numbers, have in them an identification of the region. We did not combine over submeasures by region, although earlier today it was discussed that there would be the possibility to do that, but we did not. I don't know the answer to that. If a pseudo-CLEC operated in only one region and then another pseudo-CLEC operated in another region, then they would be separated out by the submeasures because the submeasure is the criteria for who gets in.
							380	WCOM	In your answer, you state under heading A: The TAM validated the capture of pseudo-CLEC test data for the calculation of performance results.Can you explain what's meant by that statement because I thought I heard something different from Ms. Pritts, but I'm not sure anymore. I'm at a loss to understand what "capture of pseudo-CLEC test data" means.	It says the same thing that we said this morning: We validated it within the parameters that were described this morning. It means that the LSRs were reported on the Rose Report. We validated them to the extent possible, as we described this morning. We used the information available to us to look at our record of the orders to confirm that they appeared on the Rose Report,

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									Now in your mind, "validation" -- I hate that word because people use it so often and it's so vague -- what does this mean to you?	where they should be, taking into consideration the discussion we had about having data that was after M&P was applied and having some initial questions answered and then the direction that we were given. So that is the basis for the statement here, is that under those conditions that equated to "validated the data that was captured."
779	WCOM **H	Performance	Perf. Measures	4.3.4	A)What is Pacific's business rule for excluding an order due to "customer-caused delays"? B)Why was Pacific unable to generate a list of orders excluded for customer-caused delays? C)How does this lead the TAM to conclude that orders which appeared in the TG tracking data but not in the Pacific raw data, "were correctly excluded per JPSA business rules for each measurement?"	A) THE EVALUATION OF PACIFIC'S APPLICATION OF JPSA BUSINESS RULES IS BEYOND THE SCOPE OF THIS TEST. B) NO EXPLANATION WAS GIVEN. C) PACIFIC CONFIRMED THAT THE ORDERS NOT IN THE ROSE BUT APPEARING IN THE TG TRACKING DATA WERE EXCLUDED. THIS FULFILLS THE RESPONSIBILITY OF THE TAM TO VALIDATE THAT TEST DATA WAS CAPTURED FOR CALCULATION OF PERFORMANCE MEASUREMENTS PRIOR TO THE APPLICATION OF THE BUSINESS RULES. PER THE CPUC, THE TAM WAS DIRECTED TO ACCEPT PWC'S AUDIT OF PACIFIC'S APPLICATION OF THE BUSINESS RULES AS ACCURATE. PWC VALIDATED THAT PACIFIC CORRECTLY	373	XO	So then reading the answer to Question C, does that mean that it wasn't confirmed or that it was confirmed? So they confirmed that it was excluded? But it doesn't go to the next step, which is what we talked about this morning?	For those that we officially submitted to them, they confirmed that what we suspected from the order history that we were able to view in our own. They confirmed it. So we basically said if that's right, we think it was included for a business rule, they said yes. Correct.

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						APPLIED ITS BUSINESS RULES. THEREFORE, THE TAM ASSUMES THAT EXCLUDED ORDERS WERE DONE SO CORRECTLY. (1/26/01)				
780	WCOM **H	Performance	Perf. Measures	4.3.4	It appears that functionality test orders were submitted during the months of December 1999 through February 2000 and again during April and July 2000. The statement that "the TAM determined that validating the performance results for two months would provide adequate evidence that Pacific was correctly applying its business rules and included all relevant Pseudo-CLEC activity" implies that the TAM would disregard three months' worth of activity and base its conclusion on two selected months of activity, even though order activity apparently occurred during other months. Please explain how this is methodologically sound. .	THE CAPTURE OF PERFORMANCE DATA IS A HIGHLY MECHANIZED PROCESS THAT OCCURS MONTH AFTER MONTH. IF THE PROCESS IS DONE CORRECTLY IN TWO MONTHS, ONE WITH HIGH ORDER VOLUMES, WE HAVE NO EVIDENCE THAT THE PROCESS WOULD NOT BE DONE CORRECTLY IN OTHER MONTHS. (1/26/01)	372	AT&T	What exactly is being verified, and how does this process relate? This process was just verifying that the process worked, not about... This morning there was a point that perhaps that it wasn't a one-to-one match up ultimately with the ones that were excluded.	This was not what Dr. Ireland looked at. This is referring to Section 4.3.4, which is that data validation, Test Data Validation as the section is titled. It was not intended to be a statistical analysis, correct. It wasn't because we stopped after looking at those first two months and after the direction from the Commission staff.
781	WCOM **H	Performance	Perf. Measures	4.3.4	Please identify the findings of the PWC PME that warrant the correctness of Pacific's classification of orders as x-coded or customer delayed.	THE TAM DID NOT EVALUATE THE PWC AUDIT. (1/26/01)				
782	WCOM **H	Performance	Perf. Measures	4.3.5	Please provide a copy of the "outstanding queries" for which Pacific apparently owes the TAM its response.	PER THE LETTER DATED 1/2/01, THERE ARE NO FURTHER OUTSTANDING QUERIES. (1/26/01)				
783	AT&T **			Error List and Caus	Can the TG clarify why Item 18 "CFA not on list provided by real CLEC" is shown as an error under "Real CLEC" (Loaned					

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				es.xls	Facilities"? DUPLICATE QUESTION					
784	unrelated references				These are supplemental questions that were asked during the workshop that do not relate to a specific reference number.	These are supplemental questions that were asked during the workshop that do not relate to a specific reference number.	298	AT&T	"Before we go off the record, I just wanted to make a request -- I assume that the statisticians that performed your analyses created a database of data that they used to conduct the analyses that they could do it in a computer-generated way. The information that we have is burned on CD ROM, and we would like to have access to the database because it would facilitate greatly our running of statistical analyses."	This was answered during the 1/30/01 workshop.
							299	AT&T	"I just wanted to make a request - - I assume that the statisticians that performed your analyses created a database of data that they used to conduct the analyses that they could do it in a computer-generated way. The information that we have is burned on CD ROM, and we would like to have access to the database because it would facilitate greatly our running of statistical analyses."	This was answered during the 1/30/01 workshop.